MICRO FOCUS

GroupWise Mailbox Management

Version 18.0.1

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Preface

GroupWise Mailbox Management powered by Vertigo.

About This Guide

This GroupWise Mailbox Management Installation and Administration Guide helps you integrate this software into your existing GroupWise system.

Audience

This manual is intended for IT administrators in their use of GroupWise Mailbox Management or anyone wanting to learn more about GroupWise Mailbox Management . It includes installation instructions and feature descriptions.

Feedback

We want to hear your comments and suggestions about this manual and the other documentation included with this product. Please use the User Comment feature at the bottom of each page of the online documentation.

Additional Documentation

Online documentation can be found on the Micro Focus (https://www.microfocus.com/documentation/groupwise/) website.

Knowledge Base articles can be found on the Micro Focus Knowledge Base (https://support.microfocus.com/kb/product.php?id=GroupWise_Mailbox_Management_(Vertigo)) website.

1 GroupWise Mailbox Management

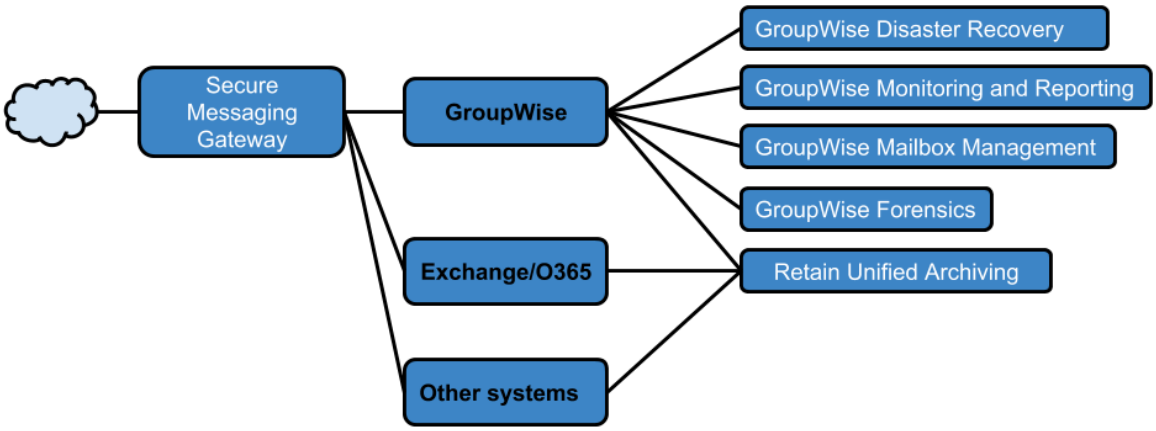
Overview

GroupWise Mailbox Management was designed to provide a simplified but powerful interface for managing GroupWise systems from a single to multi user level. It allows individual configuration options of a GroupWise mailbox on a mass or single user level into one clear, concise application.

GroupWise Mailbox Management displays the GroupWise system to be viewed much like a file browser. On the left hand side is a tree view of the GroupWise system, domain(s), and post office(s) with their respective users, lists, and groups. The right hand side of the screen displays information on the selected object or user and allows configuration of settings.

Micro Focus Collaboration Products

- *Micro Focus Secure Gateway* is a message scanning product that protects your system from malware and spam.
- Retain is an archive storage product that is designed to keep messages from GroupWise, Exchange/O365, GMail, BlackBerry, Bloomberg, Notes, mobile, social and other messaging platforms for the long term to meet data retention legal requirements and has powerful search capabilities for eDiscovery.
- *GroupWise Disaster Recovery powered by Reload for GroupWise* is a hot-backup and disaster recovery product for GroupWise. It keeps a few weeks of data and can easily restore messages, calendar items, address books, and even whole users. It can also act as a fully functional Post Office in times when the GroupWise POA is down. Now includes Blueprint for extracting important business intelligence data from your GroupWise message store by performing in-depth analysis on your Reload backups.
- *Migration Tool Kit* for migrating users and data from GroupWise to Exchange/O365.
- *GroupWise Reporting & Monitoring powered by Redline* is a comprehensive, customizable, monitoring and reporting tool for GroupWise.
- *GroupWise Forensics powered by Reveal* provides essential auditing and oversight capabilities that legal, human resources, and auditing personnel need within GroupWise.
- *GroupWise Mailbox Management powered by Vertigo* is the Enterprise Mailbox Management tool for GroupWise.



Technical Support

If you have a technical support question, please consult the Micro Focus Technical Support (https://www.microfocus.com/support-and-services/).

2 Release Notes

Introduction

The document communicates the major new features and changes in this release of GroupWise Mailbox Management.

About This Release

GroupWise Mailbox Management 18.0.1 has added a number of enhancements as well as fixed a number of bugs from previous versions.

New Features

GWMM 18.0

- VER-260 Rename other products referenced in Vertigo
- VER-246 Support for GroupWise 18
- VER-241 Rename "Vertigo" to "GroupWise Mailbox Management"
- VER-231 MF Branding - Replace occurrences of GWAVA (the company) with Micro Focus

Bug Fixes and Enhancements

General Note

All bug fixes and enhancements will be listed here. These enhancements are not limited to the previous version of GWMM and could affect other versions. Please refer to the online documentation (https://www.microfocus.com/documentation/groupwise/)for further clarification or contact Micro Focus (https://support.microfocus.com/contact/gwava.html)

GWMM 18.0.1

- Add member to distribution list fails.
- Updated OpenSSL to 1.1.1b.
- Add/remove “Additional access” for shared folders is not set in GroupWise.
- Creating a Resource in GWMM now creates it in GW.
- Deleting a folder with shares is not removed.
- Renaming a folder can inadvertently cause a share.
- Setting Locked icon is not showing for several of the User Environment tabs.
- Language setting is not being saved correctly.

- Sharing Confirmation dialog is poorly worded.
- "Internet mail" setting is not being displayed in the General Send Options tab.
- Add updated NGW variables list to documentation.
- Separate "Check spelling as you type/before send" on the Environment | General tab.
- NullReferenceException error when attempting to copy a rule to a selected user.
- Create new Distribution List crash.
- Send logfiles to Micro Focus Support shows to send to support@gwava.com.
- JSON Injection (Username and Password).
- Privacy Violation (in Auditing).
- Unable to edit Distribution List description or visibility.
- Force reset on user change and/or on click of refresh button.
- Distribution Lists disappearing on the left panel when switching to Multi-User.
- GroupWise password is in the clear text.
- Copying a forward rule results in From original sender and the loss of the Subject line.
- Not sending GWMM name through Auditing to GroupWise Reporting and Monitoring.
- Auditing Is Broken When GWRM Uses SSL.
- System.NullReferenceException error when trying to copy Forwarding rules.
- Cannot view Distribution List properties.
- Cannot rename Folder and check Folder properties.
- Junk Mail Handling text is truncated.
- Auditing no longer reports after rebranding.
- Progress bar when generating multi-user reports completes at 3/4 of the bar rather than 100% of it.
- Rules not copying over for the bitset conditions.
- Cannot make changes To Junk Mail Handling settings.
- Edit Mode (Single User Mode) does not save changes.
- Disk Space Management is not syncing with GW Admin console.
- Environment | General settings do not sync with GWMM.
- Unable to save changes on the Environment | Cleanup tab.
- Does not show all users.
- Unable to edit Rule Action.

GWMM 18.0

- VER-328 Sharing System Address Book Should Not Be Allowed
- VER-320 Clicking the Edit button does not open a rule to be edited.
- VER-316 Archive Path Not Displaying in Multi-User mode
- VER-310 Update our OpenSSL code to 1.0.2l
- VER-307 "Work in progress" screen disappears after a few seconds
- VER-304 Random check boxes show up while selecting Proxy Access List

- VER-289 Need to correct the statements in GWMM UI
- VER-288 Incorrect message displayed while entering no Trusted Application key
- VER-280 Getting "Version string portion was too short or too long" when selecting a user
- VER-275 Tab change does not reflect the correct Post Office properties
- VER-274 Change Folders tab description
- VER-271 Sign the output msi/exe/dll files using the Micro Focus buildservice
- VER-269 Change Resources and Nicknames labels
- VER-248 User missing on "Users" list when Expiration Date set in GroupWise
- VER-247 Could not find GroupWise domain database - GroupWise 18
- VER-237 Rules are not displayed for some users
- VER-191 Keeps saying "license is invalid"
- VER-142 Unable to edit forward

3 System Requirements

Minimum

Operating System

- Microsoft Windows 7, 8 or 10
- Microsoft .NET Framework 4.0

Supported Systems

Email System

- GroupWise 2012
- GroupWise 2014
- GroupWise 2014 R2
- GroupWise 18

NOTE: GroupWise 2014 changed the way administration is handled and subsequently certain features will no longer be available in GroupWise Mailbox Management. (Such as document management. Features which are not available for GroupWise 2014 will be grayed-out.

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4 Installation

Preparation

Pre-installation and pre-configuration

- Make sure that SOAP is enabled on the POA.
- Know the address of the POA.
- Know the active open ports for SOAP.
- Administrator access to the primary GroupWise wpdomain.db database. (Authenticated as Admin to the GroupWise system.)
- Obtain / download the latest version of GroupWise Mailbox Management.

Obtaining GroupWise Mailbox Management

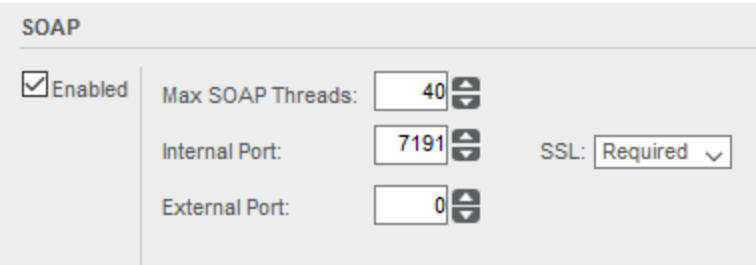
With the browser of your choice and browse to our website (https://www.microfocus.com/gwava/)

- Fill out the information form and select GroupWise Mailbox Management from the list.
- Agree to the evaluation license agreement.
- Click the 'Try' icon to download GroupWise Mailbox Management
- Save the download file.

POA SOAP Settings

POA SOAP Settings

Confirm that SOAP is enabled for the POA in GroupWise Administration. Under Post Office Agents | <each POA> | Agent Settings | SOAP section.

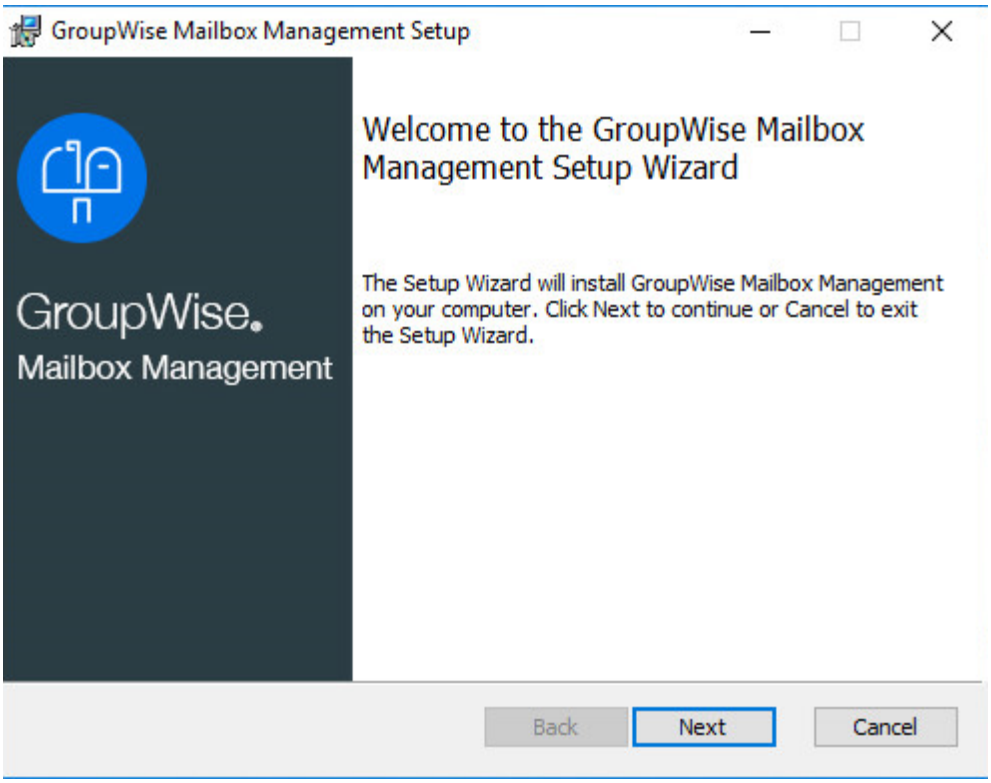


Installation

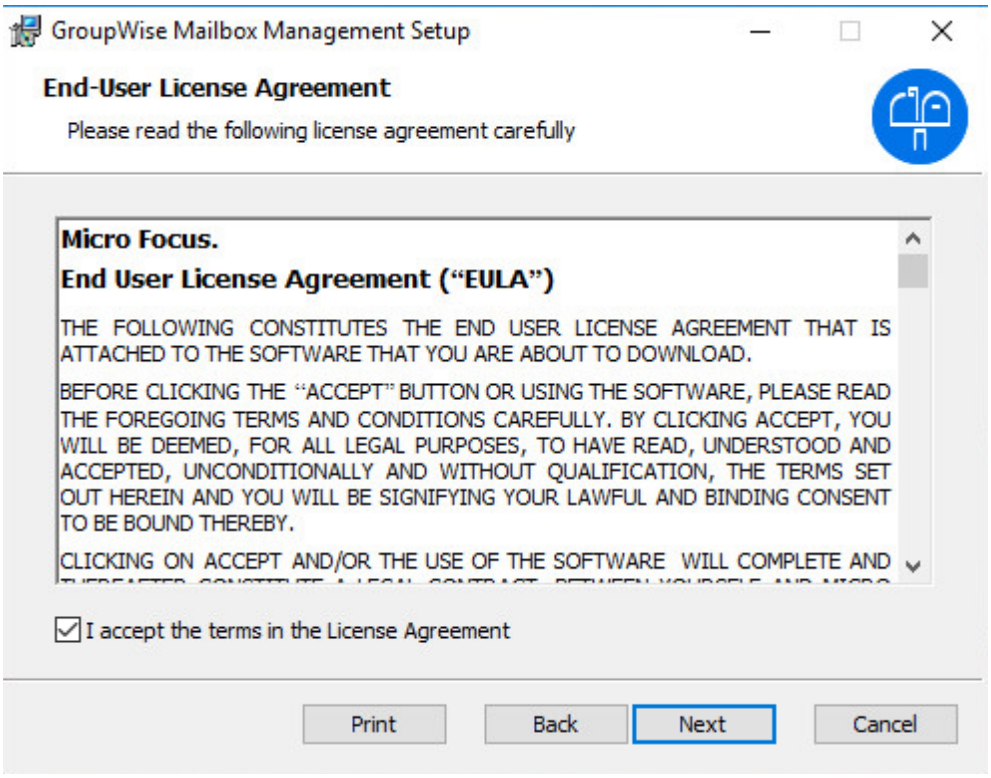
Locate and run the GroupWise Mailbox Management install file that you downloaded, or select Run from the download manager of your browser.

If you are challenged by the security warning, click Run to start the install.

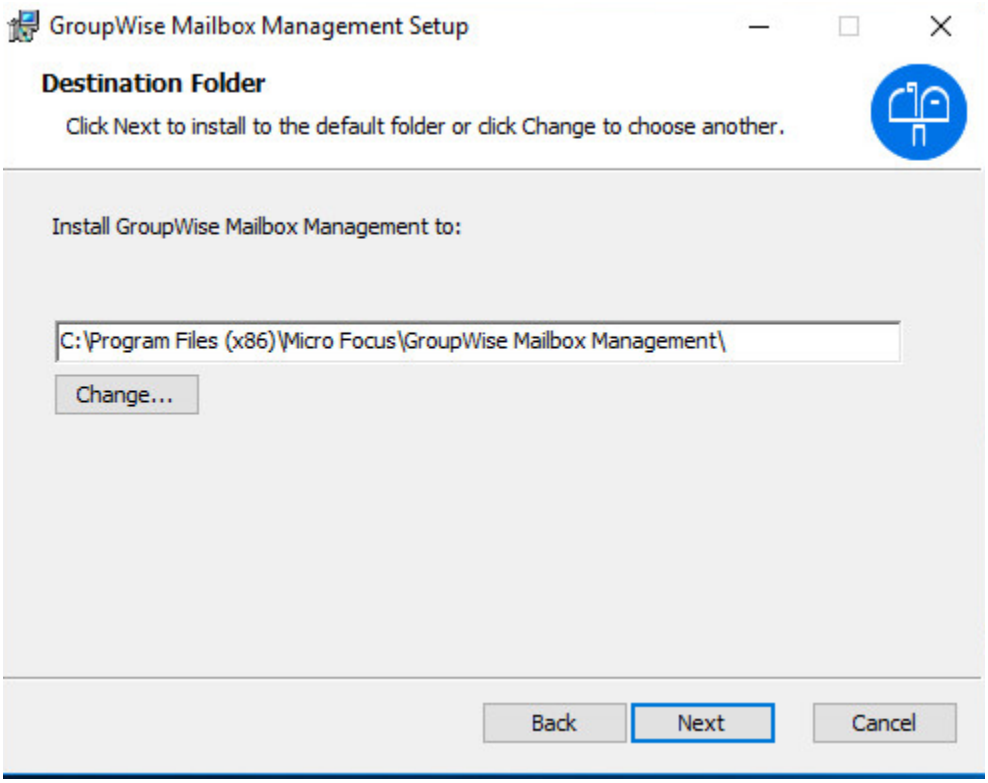
Wait for the setup window to initialize.



Agree to the license agreement and click Next.



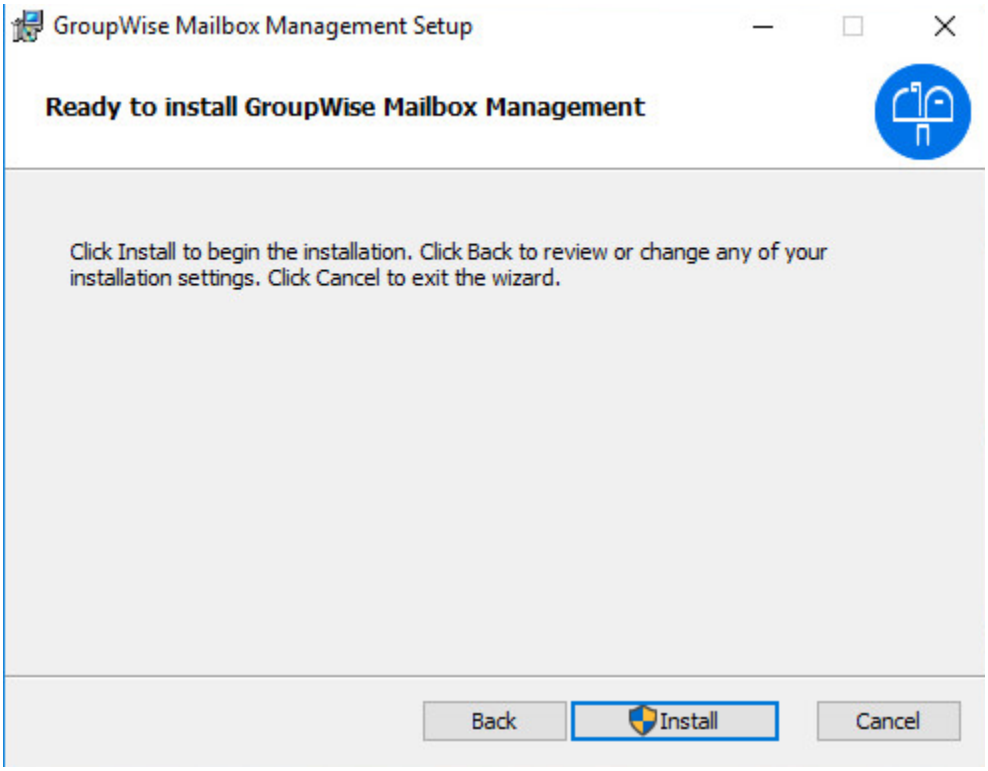
GroupWise Mailbox Management allows you to select the install location. By default, GroupWise Mailbox Management will be installed to the path shown.



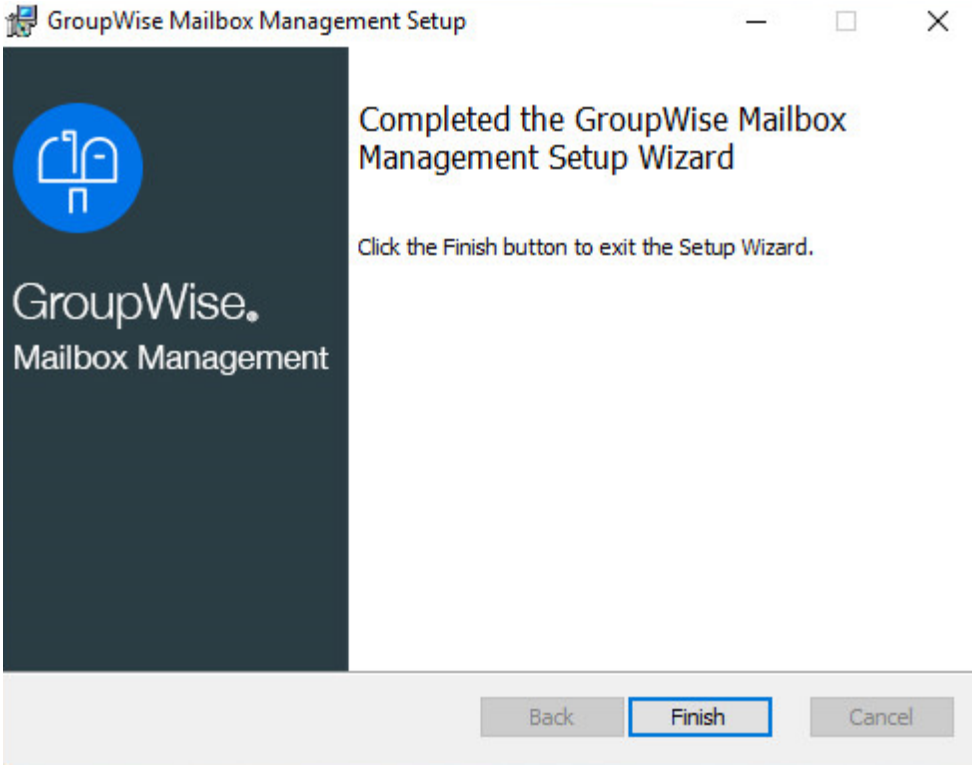
If you wish to change this, clicking Change opens a basic browse-to window for you to select a new install location.

Now that GroupWise Mailbox Management has gathered the required information for the install, you can continue.

GroupWise Mailbox Management will not start the install process until you click Install on the following installation window.

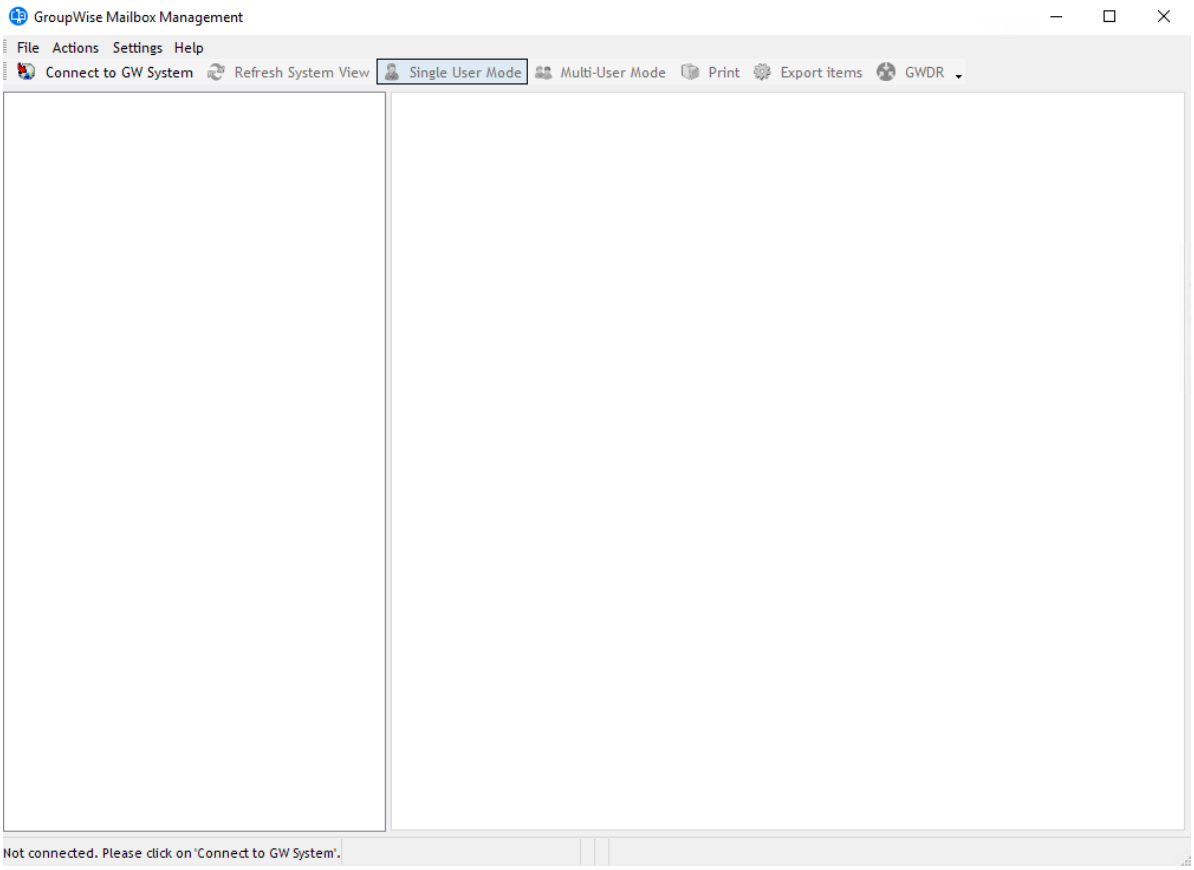


Click Finish to complete the installation process.


GroupWise Mailbox Management Setup
GroupWise.
Mailbox Management
Completed the GroupWise Mailbox Management Setup Wizard
Click the Finish button to exit the Setup Wizard.
Back
Finish
Cancel

5 Setup and Configuration

GroupWise Mailbox Management needs to know where to find your GroupWise post office and domain database so it can synchronize settings and changes in the system.



Start GroupWise Mailbox Management. The system will show up blank because it has no connection to the system.

Click the ***Connect to GW system*** button on the action bar.

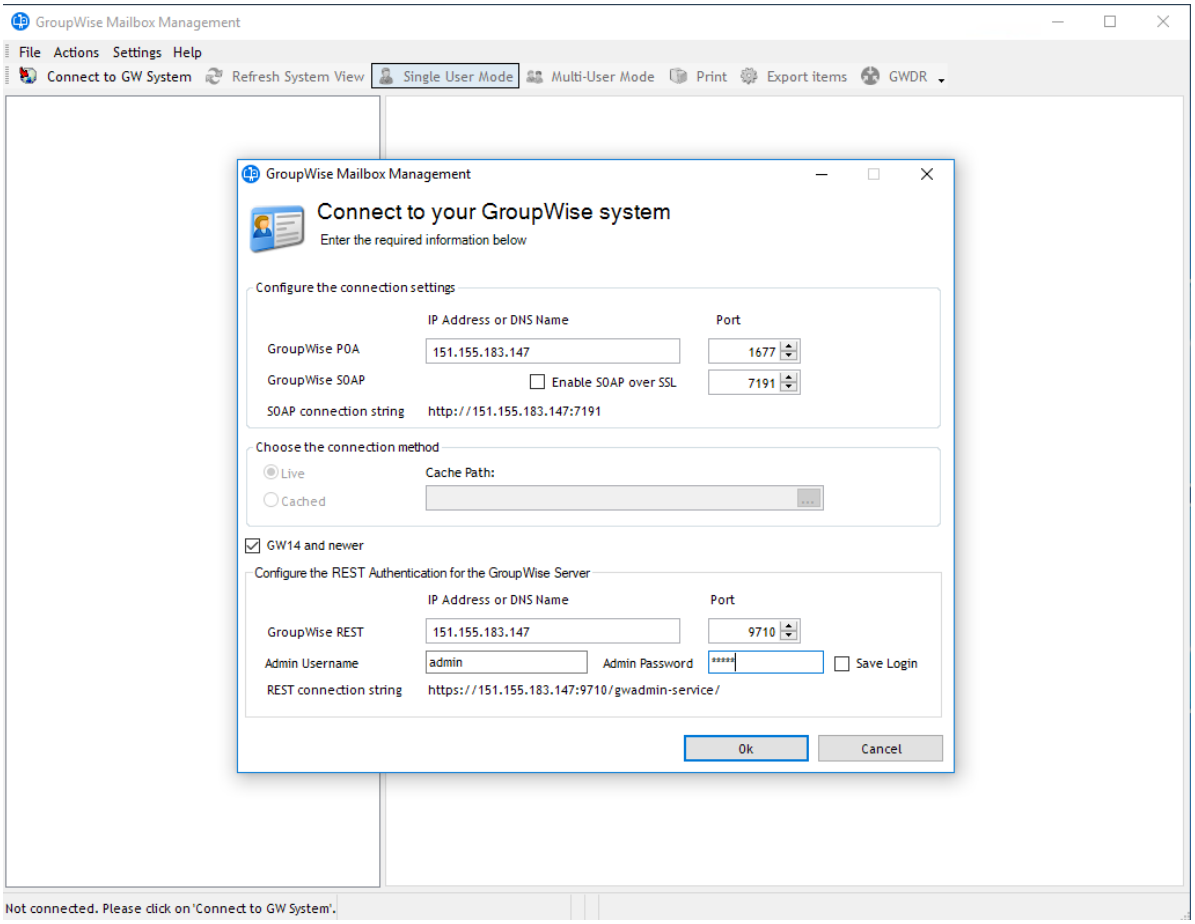
Enter in the correct server address and ports for the POA, SOAP, or REST. (The default SOAP port is 7191, and the default POA port is 1677, REST is 9210)

For REST with GW 2014, input the admin username and password, and later, the trusted application key. (For instructions on how to create the trusted application key (https://www.novell.com/documentation/groupwise18/gw18_guide_admin/data/adm_sys_tools_trusted_applications.html).

(If you are connecting through a Samba share to a SLES 10.1 or other Linux server, check the appropriate box).

Cache Connect creates a cache file in the domain directory of the GroupWise system tree. If any changes have been made to the GroupWise system, (new users, new post offices, new domain, etc…), then Live mode will need to be used to view and manage these new objects, after which, Cache Connect mode can be used again. Otherwise, Cache Connect mode will speed up the initial load process of GroupWise Mailbox Management.

Click 'Ok' to connect.



You are now connected to your system and have the ability to view and change settings.

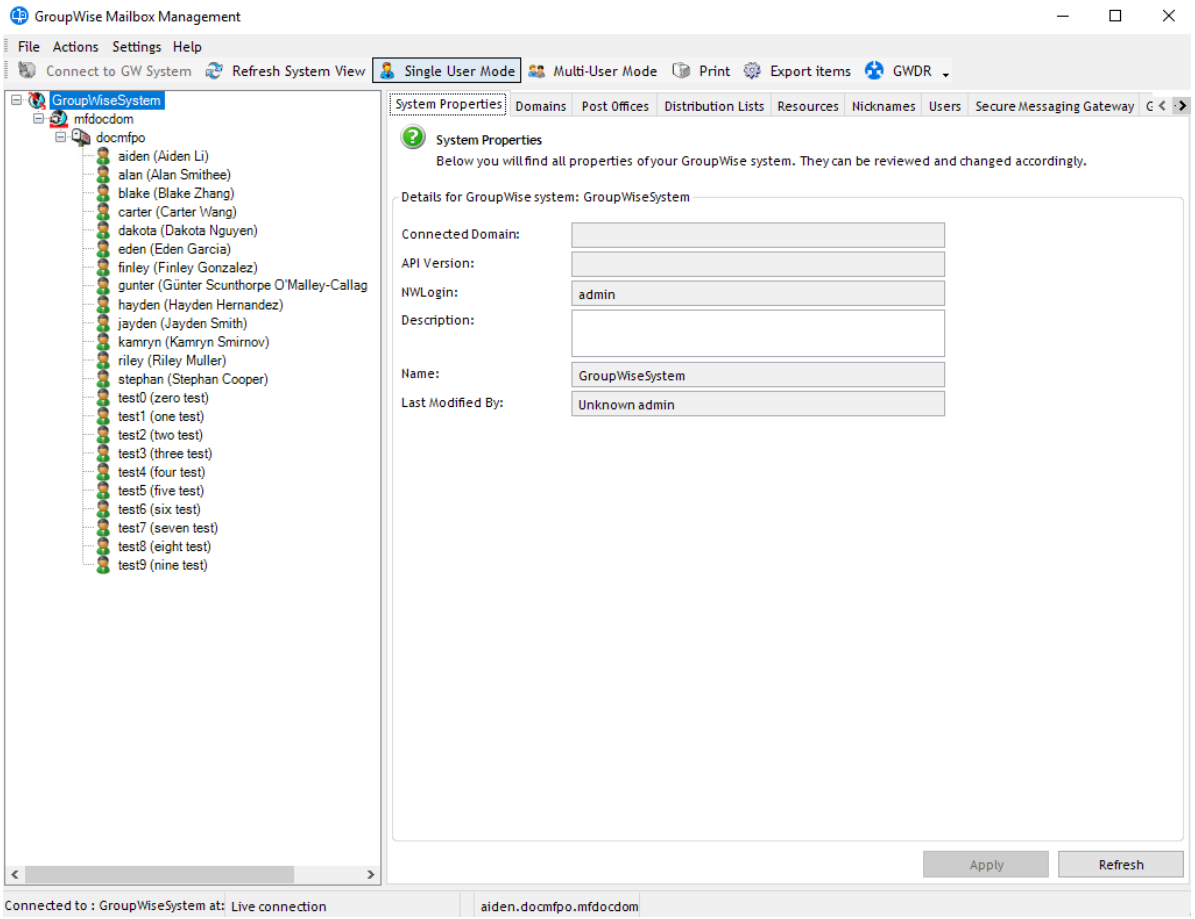
6 Interface

GroupWise Mailbox Management splits the view of the system into two parts. The left side of the screen holds objects, users, resources, and lists while the right side has the information tied to any object selected.

The left side of the window, the tree view, is only used for selecting objects to modify. Objects cannot be moved, and cannot be modified on this side of the screen.

The right side of the window holds all of the information on the object selected and allows modification.

You must first select an object, (even if previously highlighted), before you can access, edit, view the object, rule, setting, or information.



The right side of the screen allows access to configuration through selectable tabs across the top of the right side and sub-tabs. When large amounts of information is displayed, it is formed into a 'grid' view, which allows customization according to columns, as well as custom filters. To access or act on the information shown in a grid, you must first select it with the mouse, once selected, you can edit, view, or organize the information.

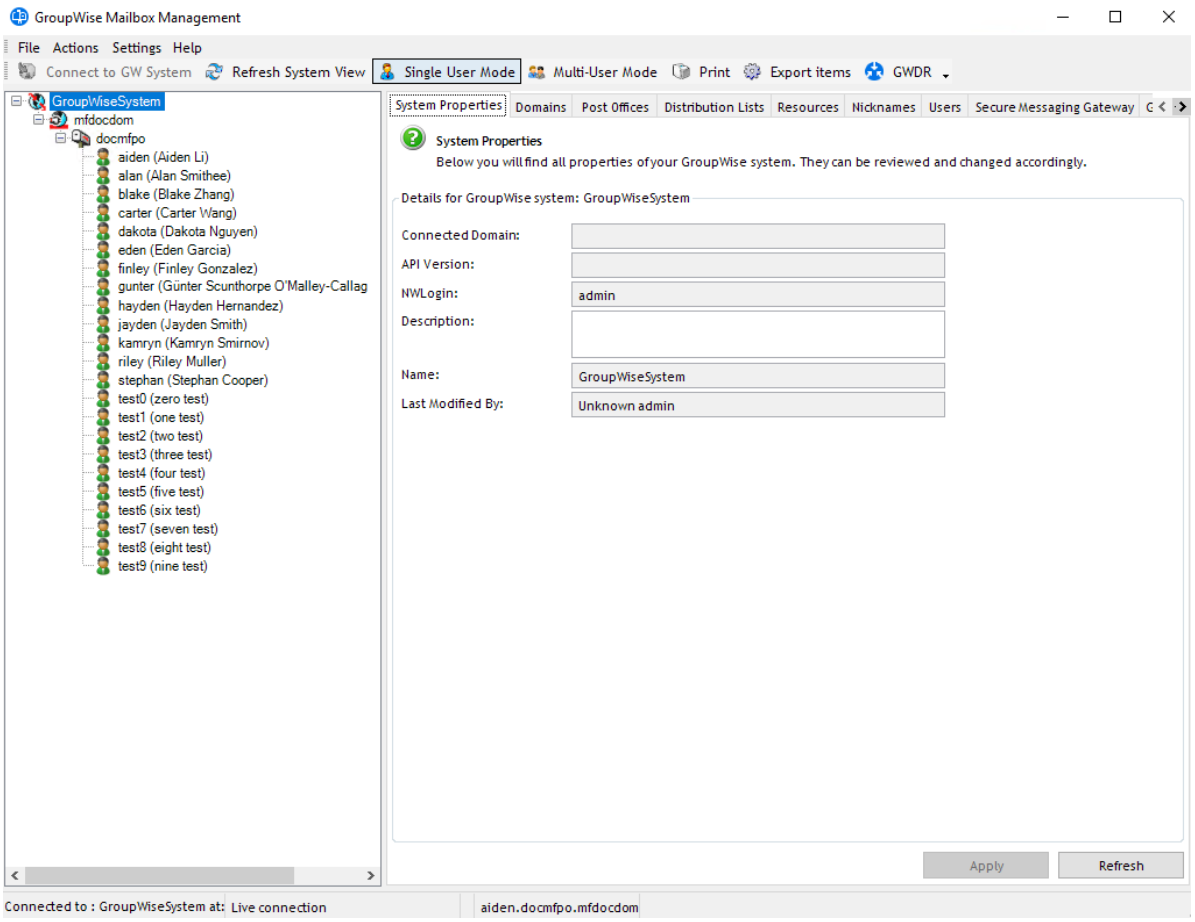
Using the mouse right-click is a quick and effective way of accessing different options for configuration and organizing the information, (especially in grids), by adding or removing filtering criteria or organizing by columns. To access these options, you need to right click in the grid area. The right-click also allows the administrative user to quickly generate reports and export data to XLS, PDF, XPS, or plain text formats.

7 Administration

Mode Use

GroupWise Mailbox Management has two modes: Single User Mode and Multi-User Mode.

Now we are connected, we can begin managing the GroupWise system. To view or edit the properties of any user, group, or list, you must first select them in the tree view.



The power of GroupWise Mailbox Management lies in its ability to organize data into a viewable and easily manipulated format. The data window on the right side is setup to work with a set of tabs to generally categorize data, which can be narrowed down through the use of columns and criteria to the information that is desired. The right-click menu in the information fields of the different tabs exposes options that would not otherwise be seen.

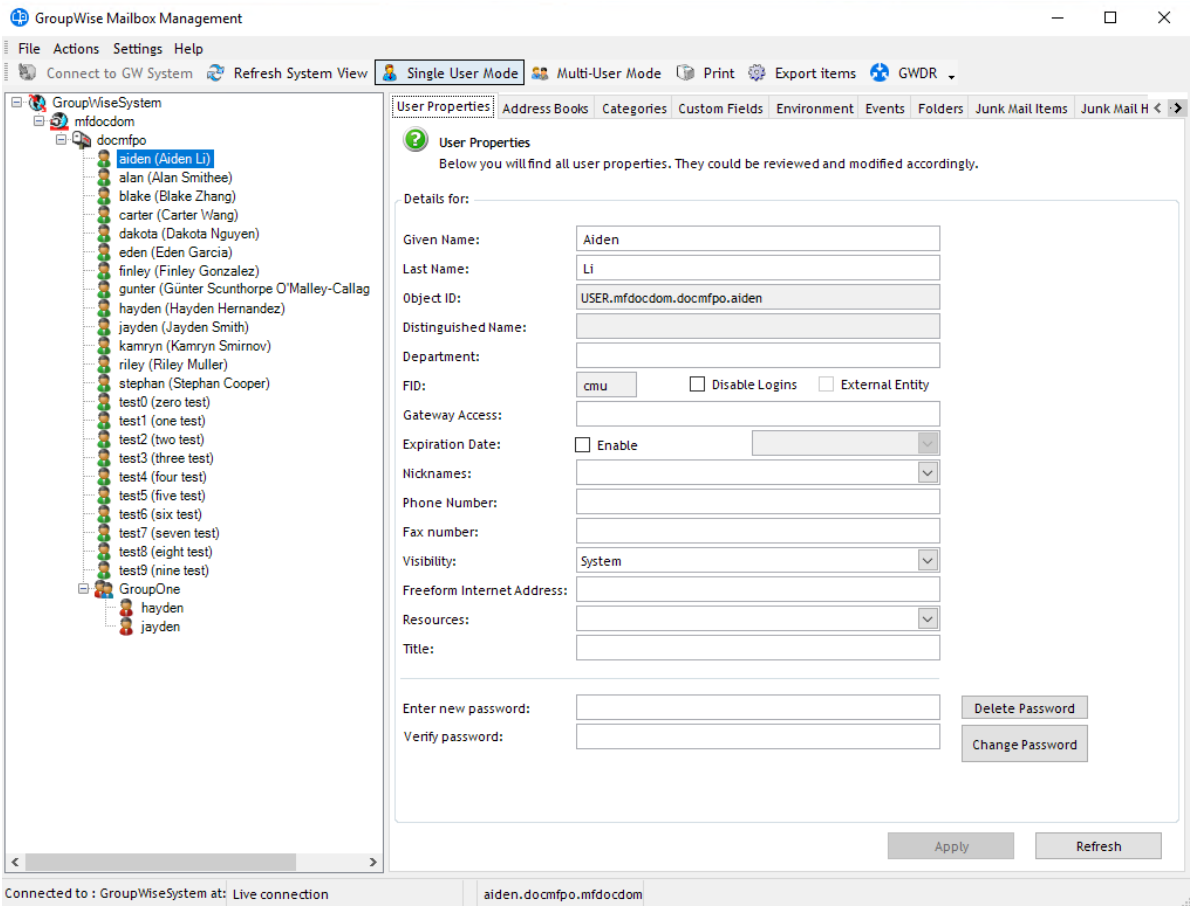
The Report views in Multi-User Mode may require you to click Generate to create the list of information before anything will be propagated into GroupWise Mailbox Management's display.

When changes are made, the Apply changes button must be selected before switching the view for changes to be applied to the database. If the view is changed or a different user is selected before changes are applied, changes will be lost. Changes and settings will also be reverted to what is in the database by selecting the Refresh button as this polls the database for settings. Depending on system speed and the connection to the domain database, changes may take some time to be applied.

GroupWise Mailbox Management is currently unable to change settings that were locked in GW Admin.

Single User Mode

To use Single User Mode, select the mode button along the toolbar at the top of the program window and select a user to view or edit. Here we have selected a user and are looking at the user properties, which is the default view when a user is first selected.



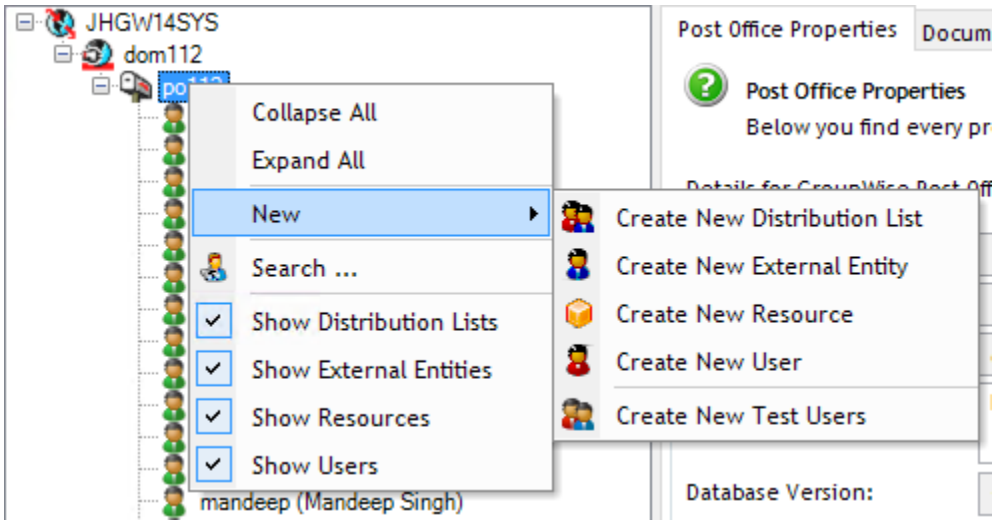
The different configuration tabs listed across the top of the information field allow access to the different facets of the GroupWise system. You may need to use the scroll buttons along the tab bar to access all of the tab functions.

User and Object Creation

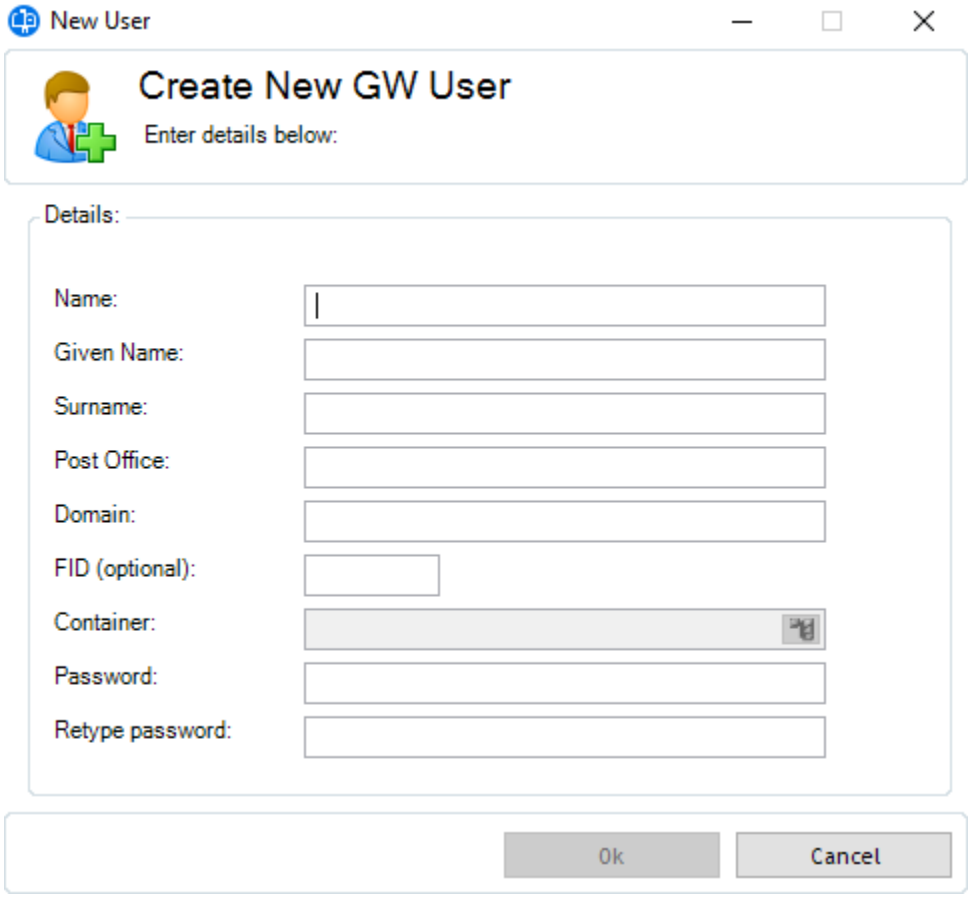
GroupWise Mailbox Management supports Object creation and Distribution list management as well as User management.

To create a new user or object:

1. Select the Post Office where the user is to be created and right-click on the post office or in the user tree below the selected Post Office.

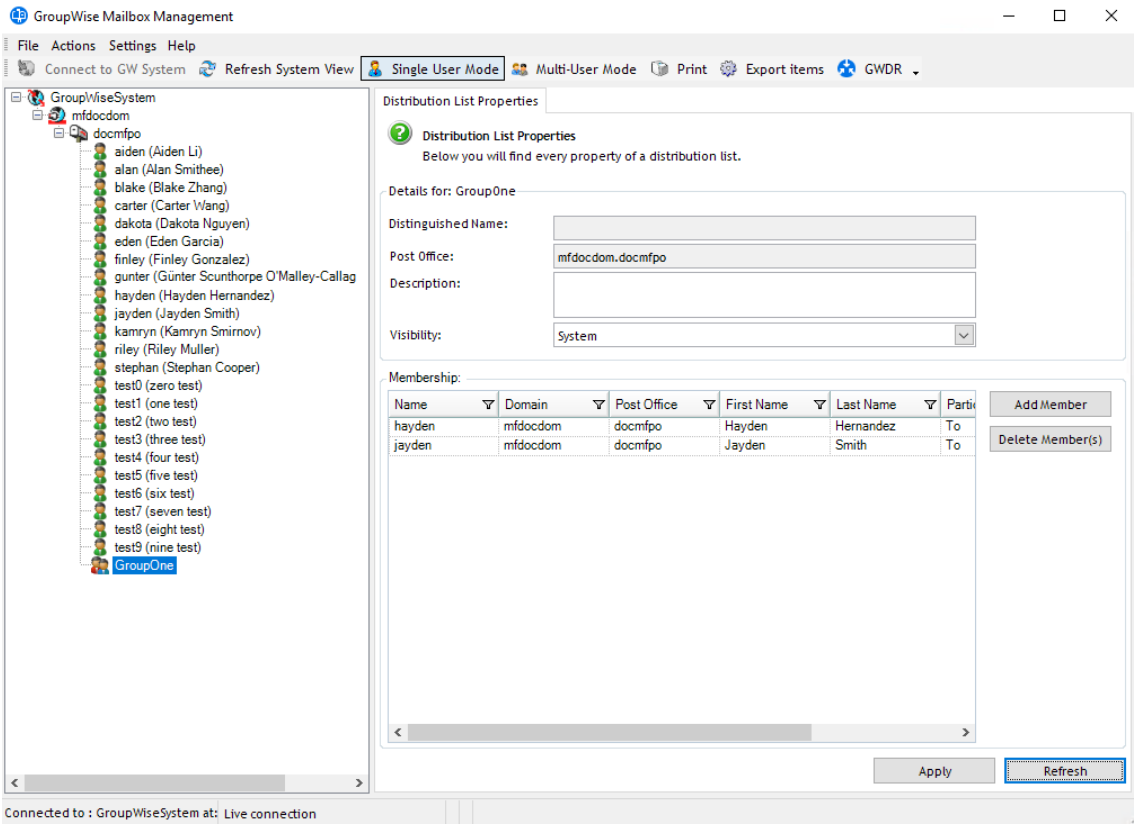


2. From the right-click menu, select the object type you wish to create, (User, Distribution list, Resource, or External Entity).
3. Depending on the type of object you wish to create, you will be confronted with a different properties window.



4. To complete creation, you must fill out all the required information, (the FID is optional for User creation), and select the container for the object.
5. The NDS selector window requires you to double-click on objects to expand them.
6. After you have selected the container and filled-out the required information, the object will be created.
7. To set the password or change other settings for the object, (like adding members to a Distribution list), select them from the GroupWise tree to bring up the properties of that object, and modify the appropriate setting in the information window. (This will be handled later in the guide.)

8. To add members to a distribution list highlight the list from the tree view, select Add Member, and choose the desired members from the address book list.



User Properties

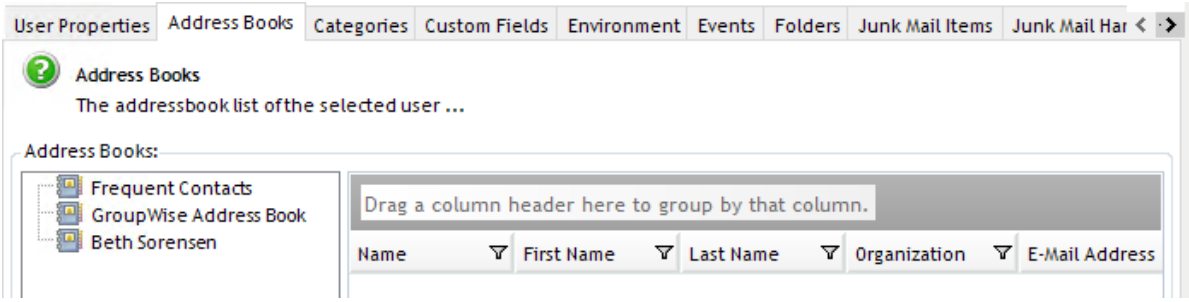
The Admin user has no nicknames, no expiration date, and is missing contact information which can be added from this program as well as changing password and other properties. The other user properties can be accessed and modified by selecting a different tab. The grayed-out information fields cannot be changed or populated, but the blank, white fields are quickly manipulated from the GroupWise Mailbox Management interface.

For example, to change a password, select the desired user from the tree view, enter the new password and verify in the dialog provided at the bottom of the info screen, and click Change Password.

To change other options, populate the applicable fields with information for the specific user and select the Apply button to write the changes to the domain database. Changes not applied before browsing off of the current configuration page are not saved and must be reentered and saved to the database to become effective.

Address Book

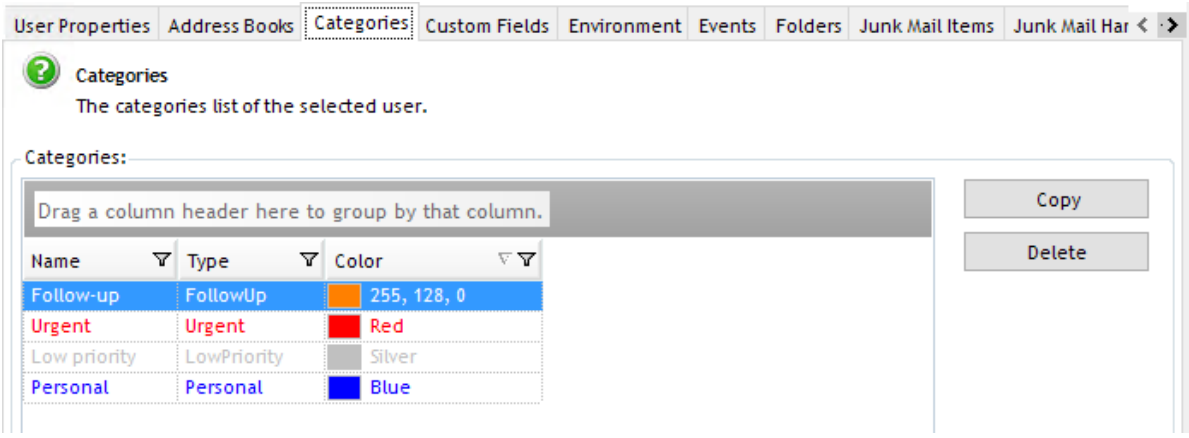
The Address Books tab shows which address books are owned or shared by which users, to how many and who. It also shows how many users, access, ownership and location of any selected address book.



You can edit, view, and create reports on address books through the right click menu.

Categories

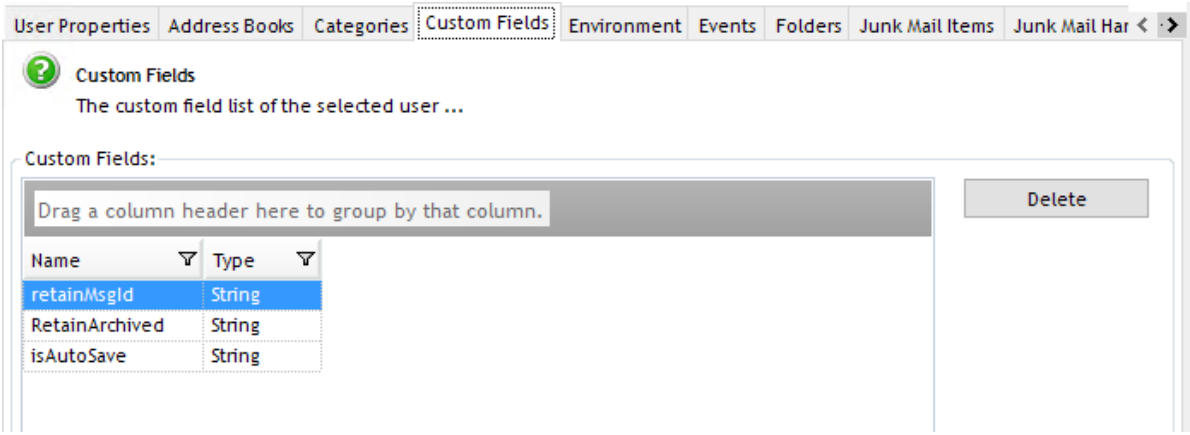
This view displays the color and settings for the different categories of mail that can come into their respective mailbox. The colors are represented by their code number.



If a company has specified colors to dictate the type of mail in a user's system, it can be copied through the rest of the system. To copy this client setting through the system, follow the same procedure you did for the Address book; select the desired setting, select copy, and then designate the users you wish to have the rule propagated to. You may specify multiple users at the same time.

Custom Fields

This reports on the selected users custom fields in their address book. This will be blank unless the users in your system have set these fields in their client options. Currently, this is not an editable setting.



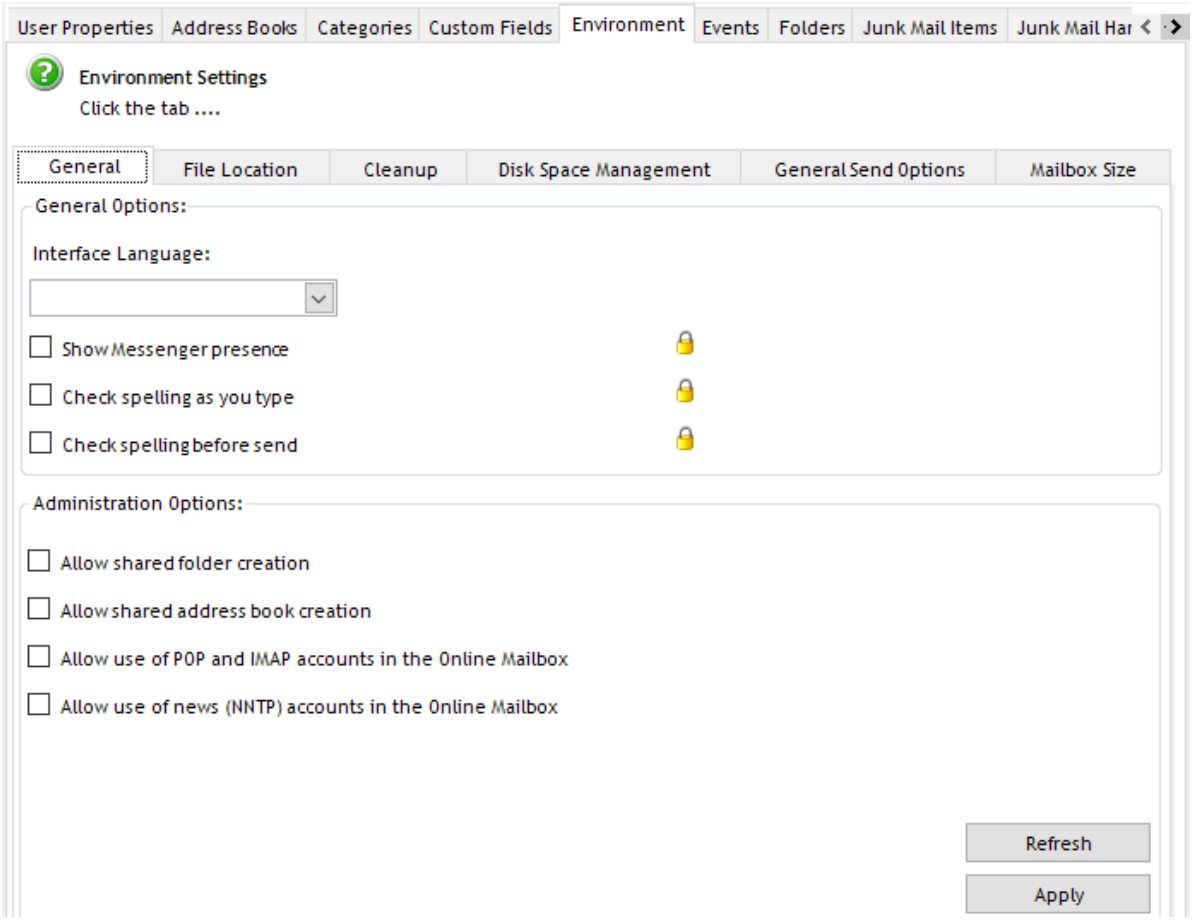
Environment

This setting has its own set of sub-tabs. These sub-tabs are explained below.

- "General" on page 32
- "File Location" on page 33
- "Cleanup" on page 34
- "Disk Space Management" on page 35
- "General Send Options" on page 36
- "Mailbox Size" on page 36

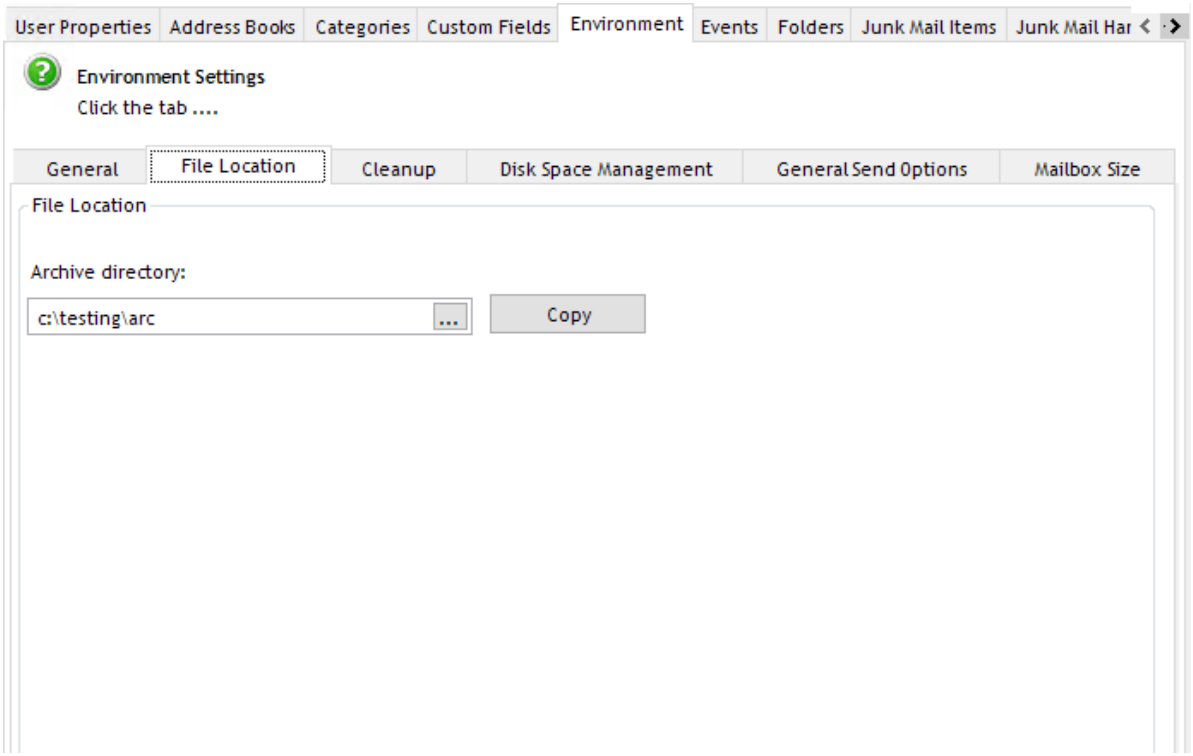
General

The general tab shows the language and settings for POP and NNTP as well as messenger and spell check. Unless the setting is locked in GW Admin, you can modify these settings here.



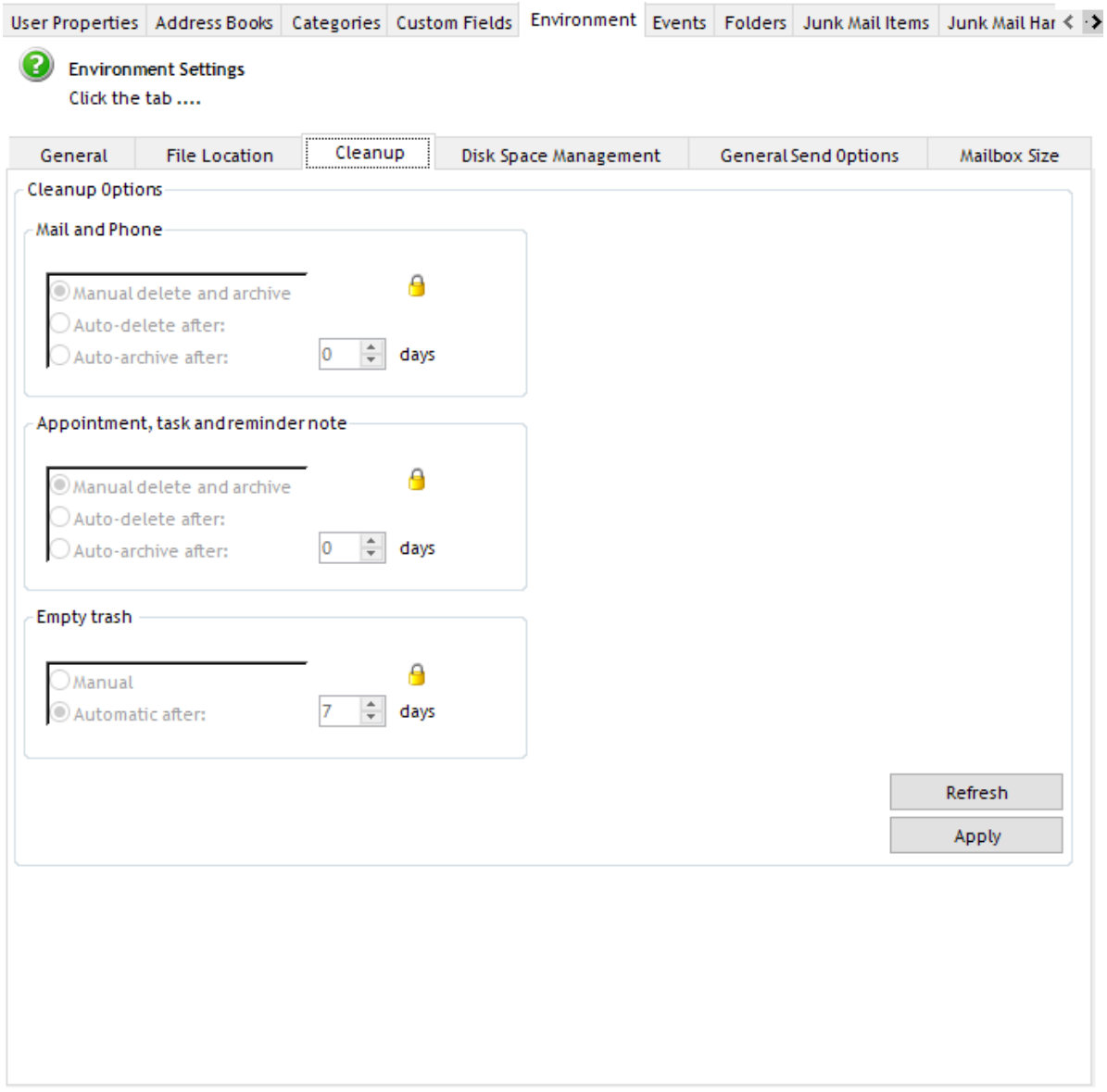
File Location

The location of the Archive directory can be viewed here for each user in your system.



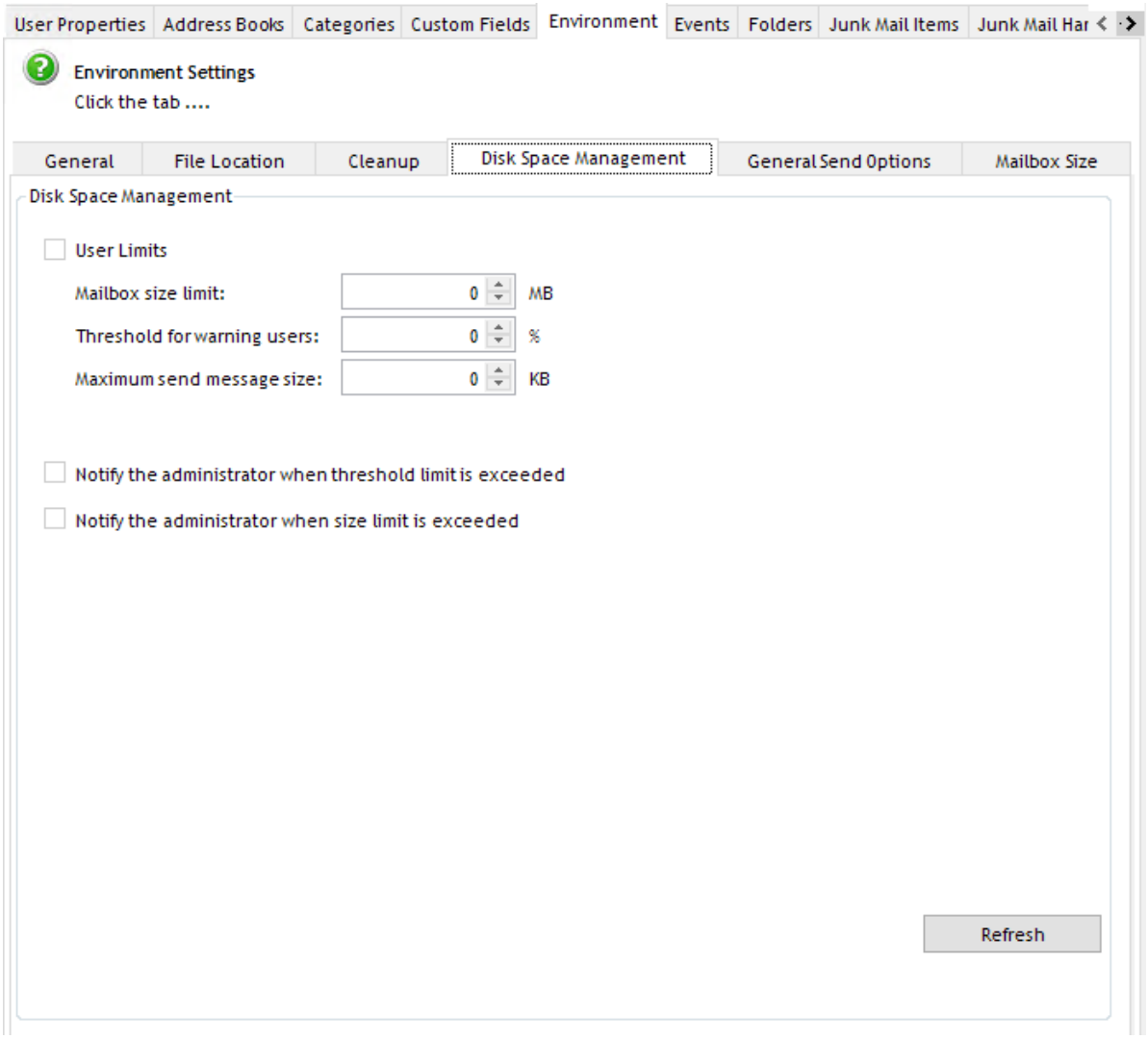
Cleanup

The cleanup tab reveals the deletion and archiving settings for each user in the system. You can change the settings here by modifying the settings and clicking apply. Unless the setting is locked in GW Admin, you can modify these settings here.



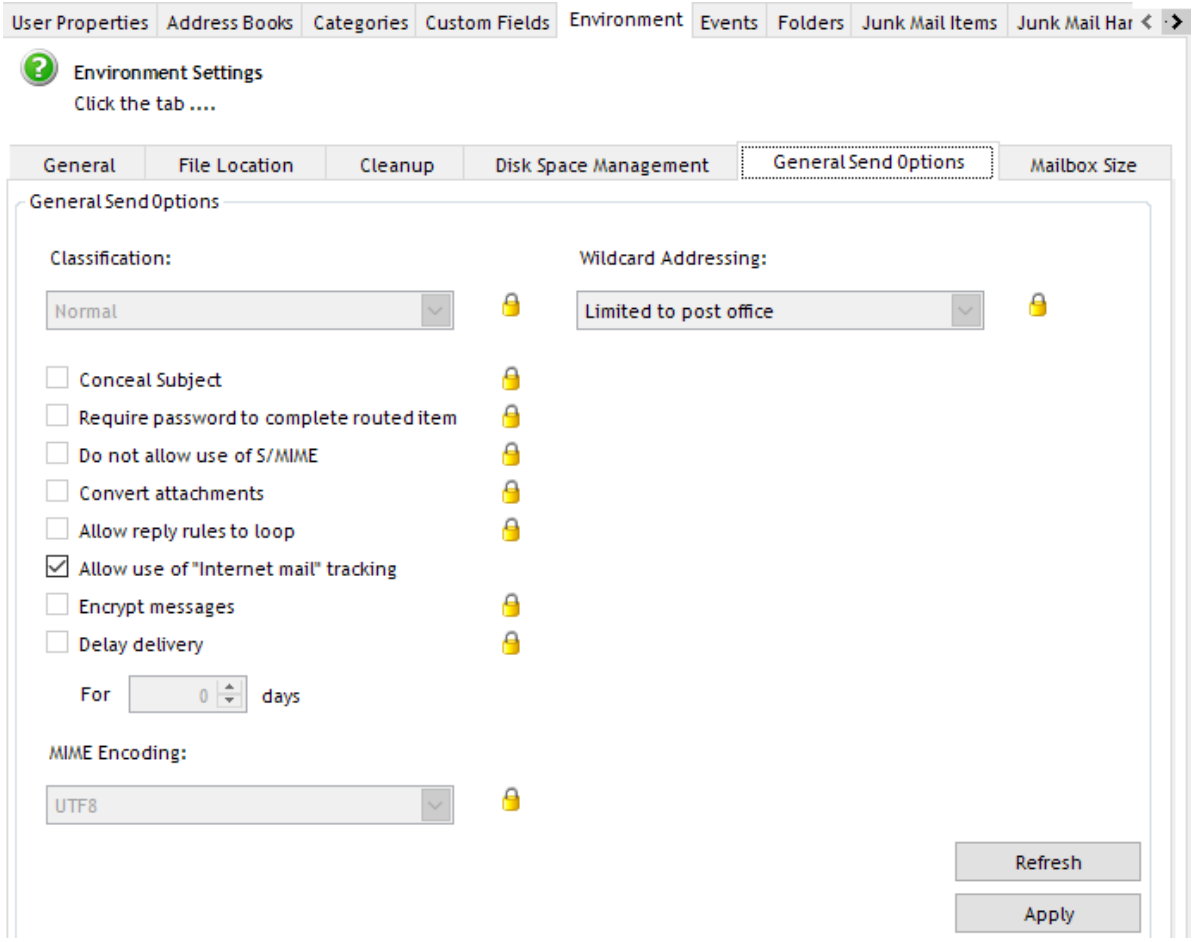
Disk Space Management

Size limit restrictions are reported here for the different users.



General Send Options

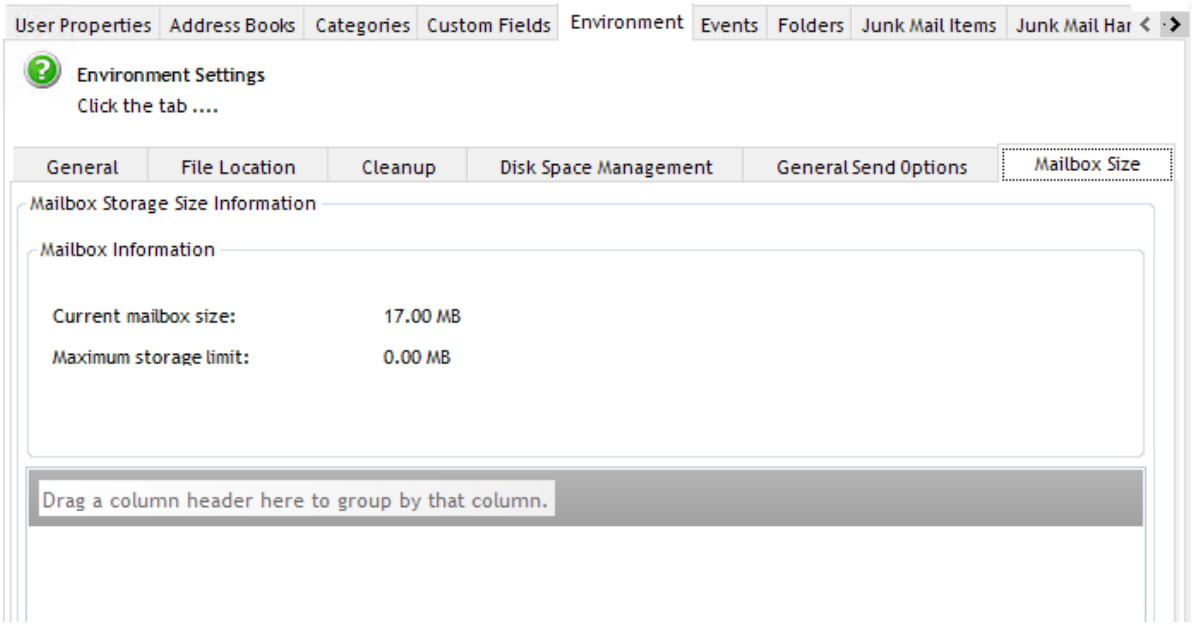
This tab lets you set the send options for the selected user's mailbox. Unless the setting is locked in GW Admin, you can modify these settings here.



Mailbox Size

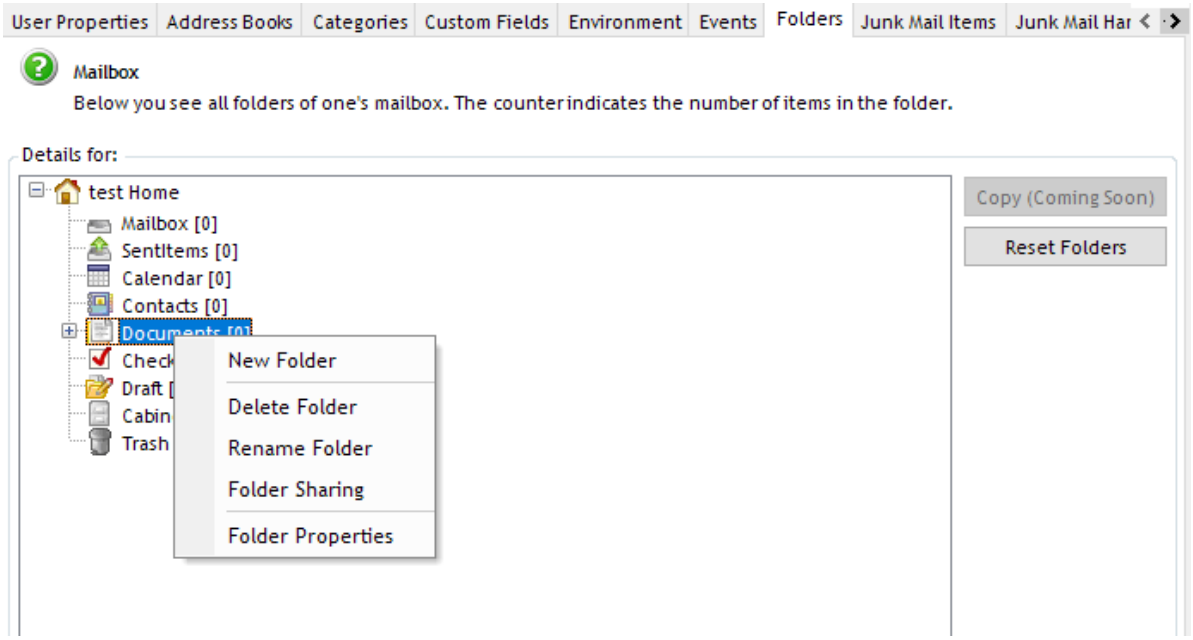
This tab polls the post office for the physical size of the selected user's mailbox. This is a demanding and intensive process for the post office, but allows immediate reporting on the disk usage of each individual user. This is purely an informational tab. You can specify what is displayed for the mailbox, (all, sent, received, trash, or posted/draft items), to simplify the view. Remember, even though

GroupWise Mailbox Management may look like it is not working, this is a POA intensive task, it takes a bit of time to show-up. If you have GroupWise Disaster Recovery, Blueprint reports this information.



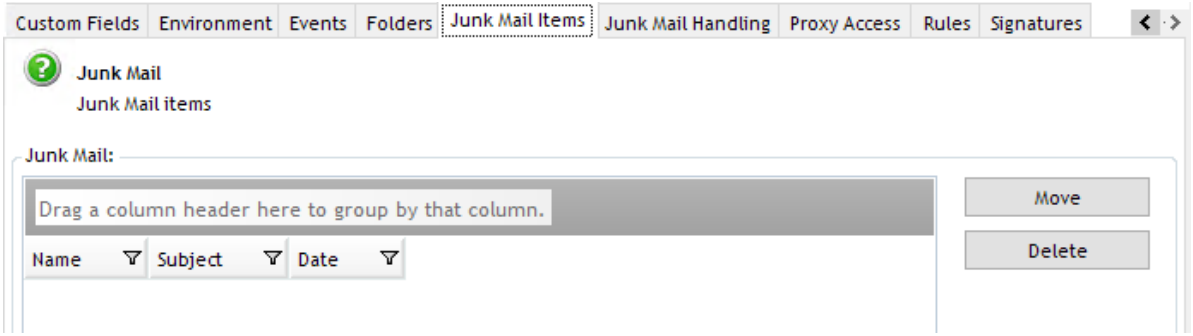
Folders

This reveals all the folders, and the item count of each, in a user's mailbox in order to deliver immediate and effective reporting on mailbox population without viewing any actual messages. Right clicking on a folder lets you do the following: Create a new subfolder, delete the folder, rename the folder, share the folder, and access folder properties.



Junk Mail Items

Lists the contents of the Junk Mail mailbox. This allows general monitoring and also provides identification of any good mail which has been erroneously tagged as junk and placed in the Junk mail folder by the system.

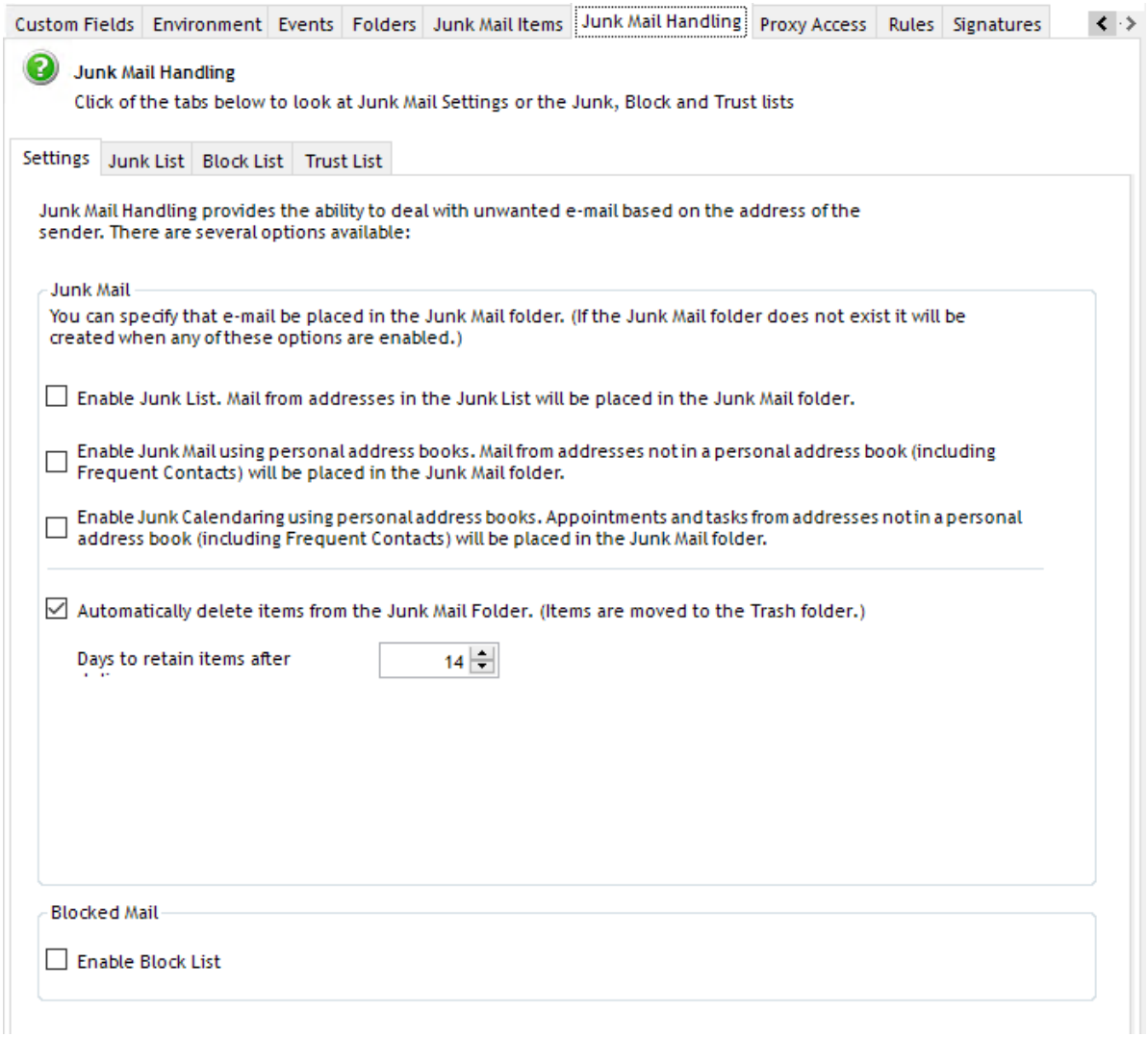


Junk Mail Handling

It has always been a challenge to populate the black lists while still receiving all the valid mail. The junk mail handling tab allows quick access to change and view the Junk, Block, and Trust lists and the active settings of any mailbox.

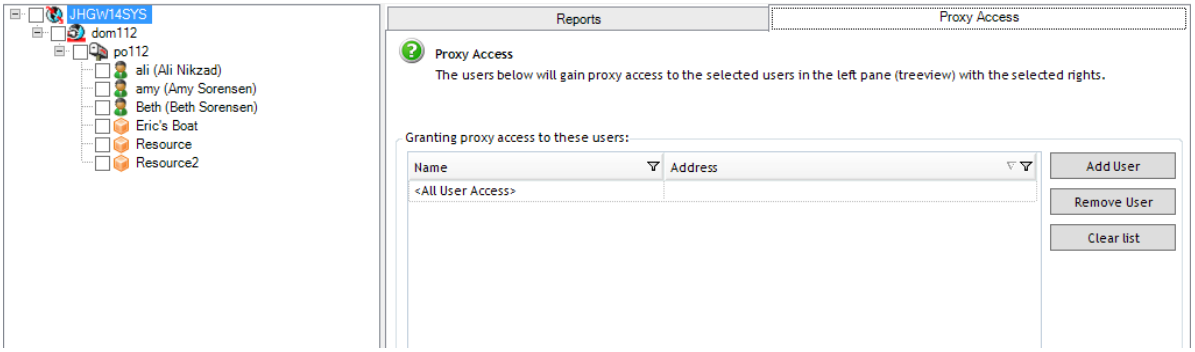
The settings tab allows the activation of the Junk Mail Handling system. Changes can be applied by selecting the Apply button.

The individual lists, Junk, Block, and Trust lists, can be accessed through the sub tabs, and allow full editing, creation, and removal of any particular domain or address. It also displays the count to indicate effectiveness in the list.



Proxy Access

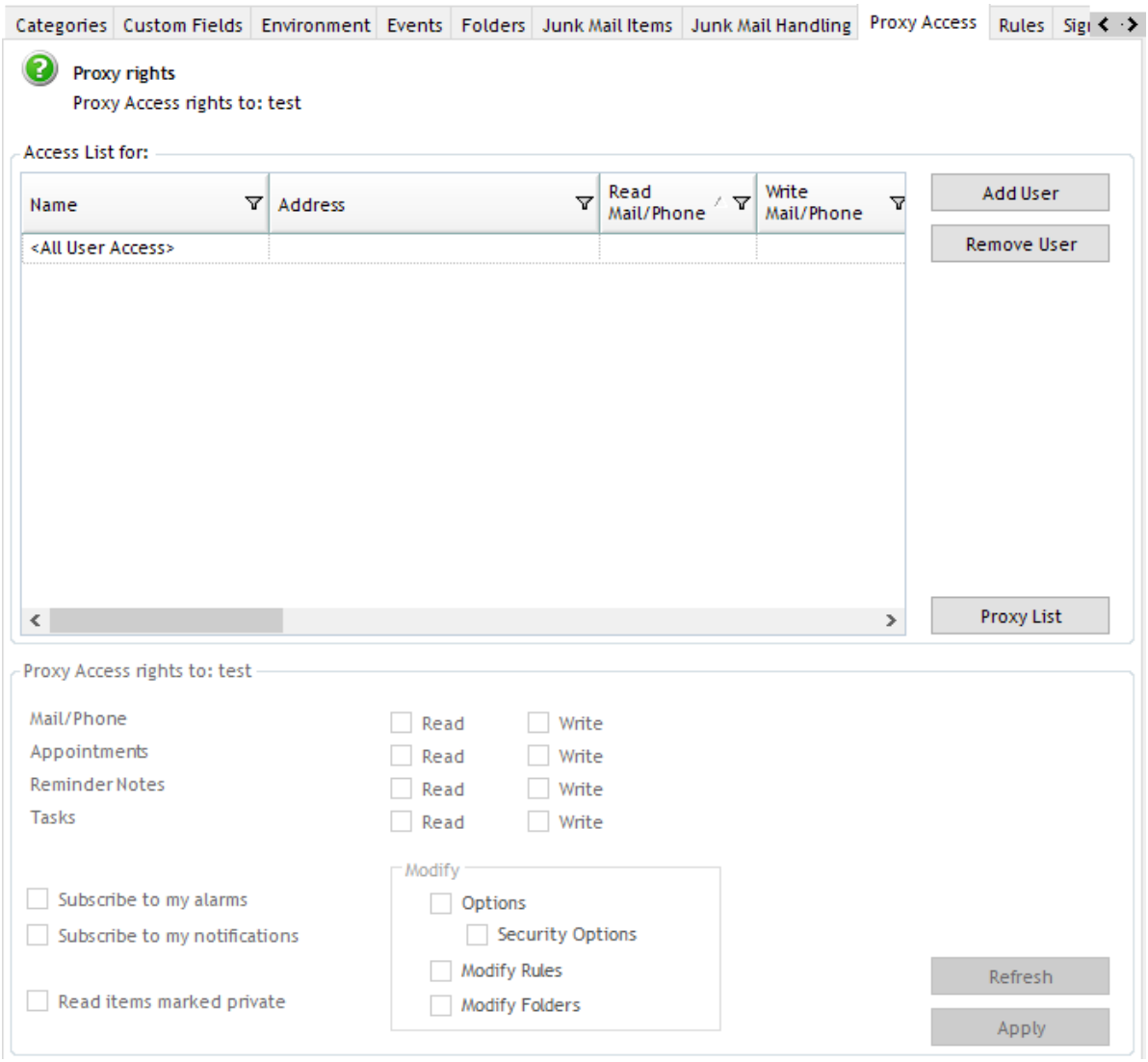
This list shows the users that are allowed to proxy into the selected user's mailbox, and which rights they can exercise as proxy. The proxy list can be completely managed from this window.



To add a proxy rights to a user:

1. Select the user you wish to proxy to from the tree view on the left.
2. Select the Proxy Access tab.
3. Click add user.
4. Select the user or users you wish to grant proxy rights to. (The users in the add user window will not be selected unless they are selected with the mouse, even if they are highlighted already.)
5. Click Ok.

After the users are added to the Access list, you can modify the rights they are granted.

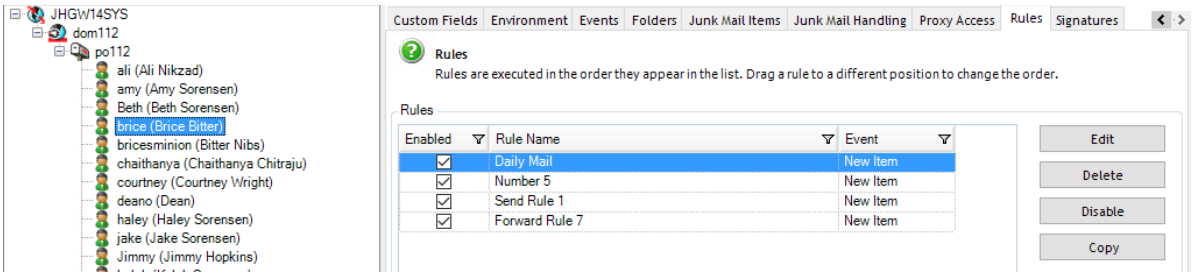


Right clicking next to the rights allows you to select or deselect all.

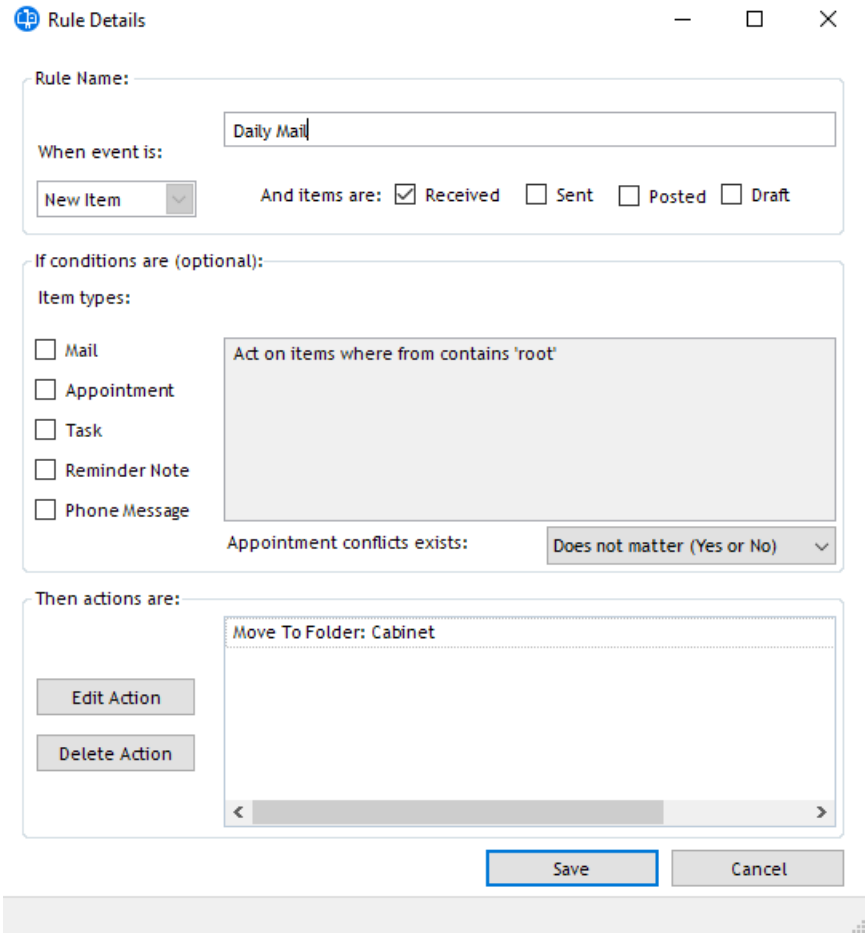
Rules

Rules can be viewed and manipulated from this area.

NOTE: The checkbox only selects items. Clicking on the checkbox will not toggle the active status of a rule. To disable a rule, select it and then select the disable button on the right side.



Viewing a rule is simple; select the rule and then the view button to see all the properties of that rule.



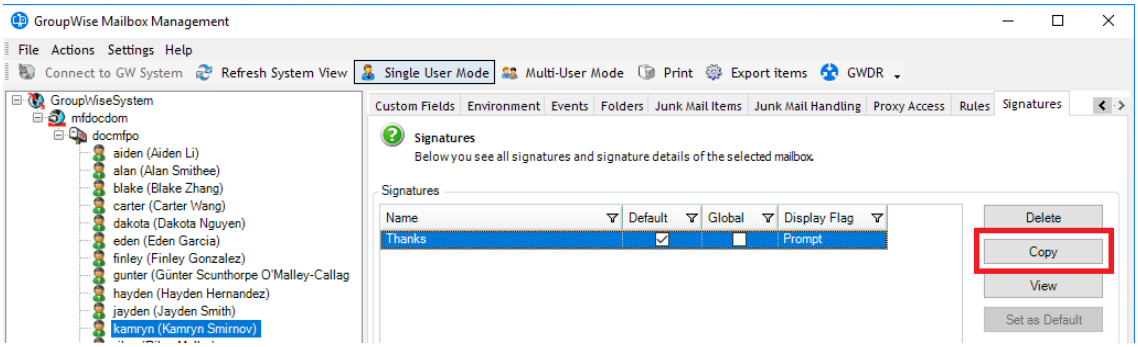
The recommended use for rule sets is to create a dummy resource account to hold or create rules with through the client and ensure they are working, and then use GroupWise Mailbox Management to propagate those rules to other users. To keep things organized, a resource for rules, address books, and signatures, could be created for each department or group desired.

For example, a resource called 'sales' could be created to hold all the rules for the sales team members, which could be used to make and then propagate all of the rules to the other users in the GroupWise system.

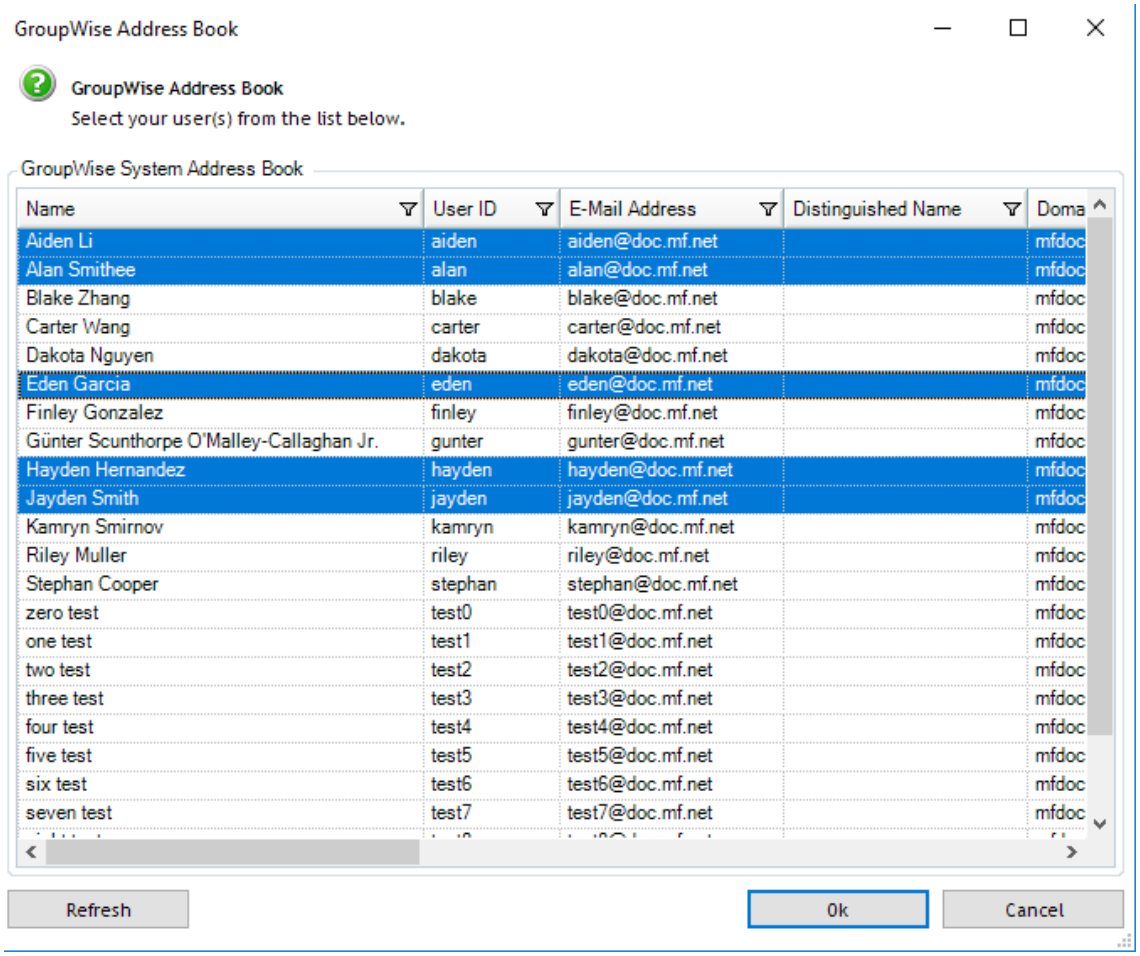
Signatures

The signature can be copied to some or all the users in the system, like rules can:

1. Select a Signature.
2. Click Copy.



3. Select the users desired from the address book. Use Shift (contiguous) or Control (discontiguous) + Click to select the users you wish to have the signature.



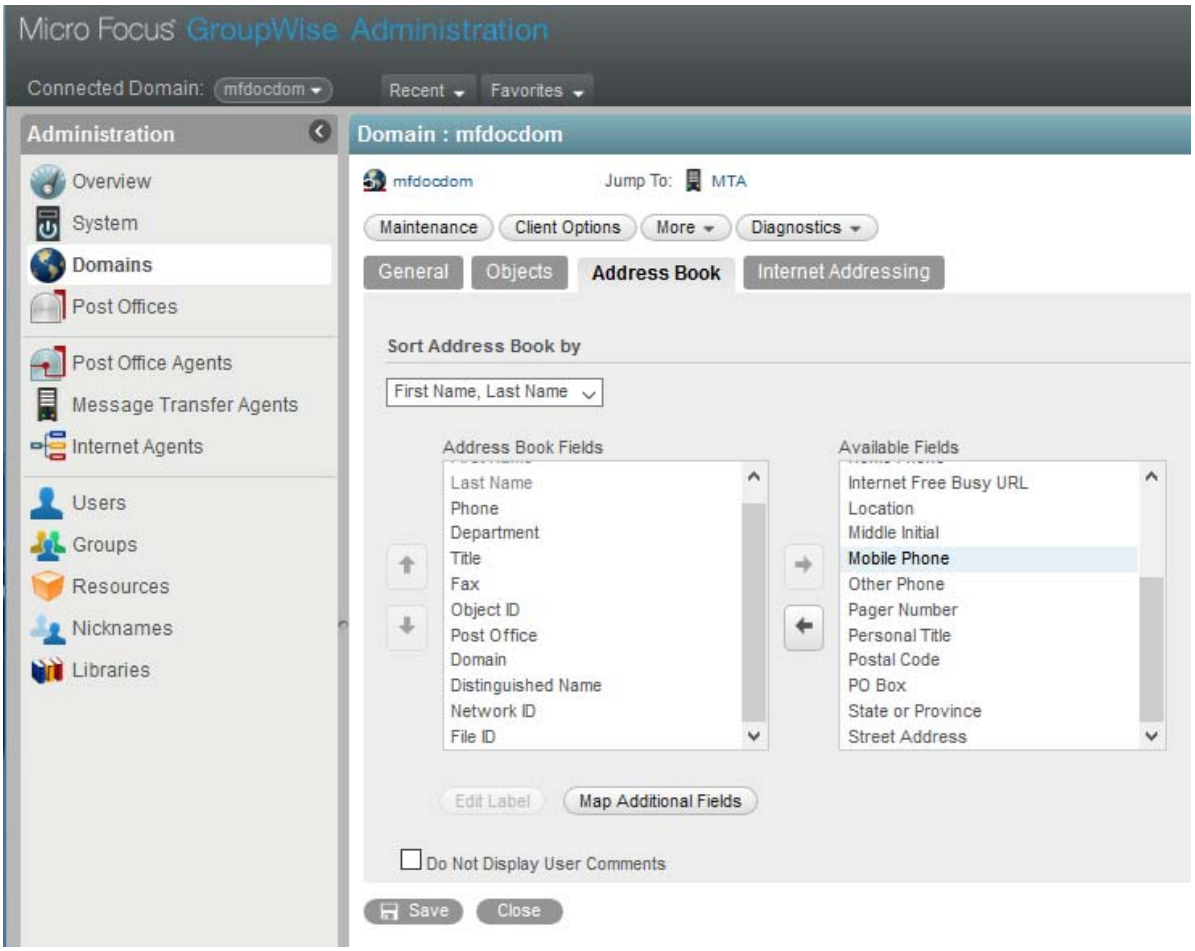
4. Confirm by selecting Ok.

Using NGW Variables with Signatures

Signature settings support variables to insert user-specific data into signature text. You may add these variables into the text box and copy them to all accounts. Using the NGW variables can help in replacing signature values to a list of users without having to create a unique signature for each user. This can save time, and can easily be done using GroupWise Mailbox Management.

Configure NGW Variables

Address Book Fields are configured in GroupWise Administration under Domains | <particular domain> | Address Book tab.



The default supported variables are:

- [[NGW-FullName]]
- [[NGW-GivenName]]
- [[NGW-Surname]]
- [[NGW-Department]]
- [[NGW-Title]]
- [[NGW-PhoneNumber]]
- [[NGW-FaxNumber]]
- [[NGW-Name]]
- [[NGW-NetID]]
- [[NGW-Domain]]
- [[NGW-PostOffice]]
- [[NGW-PrefEMailID]]

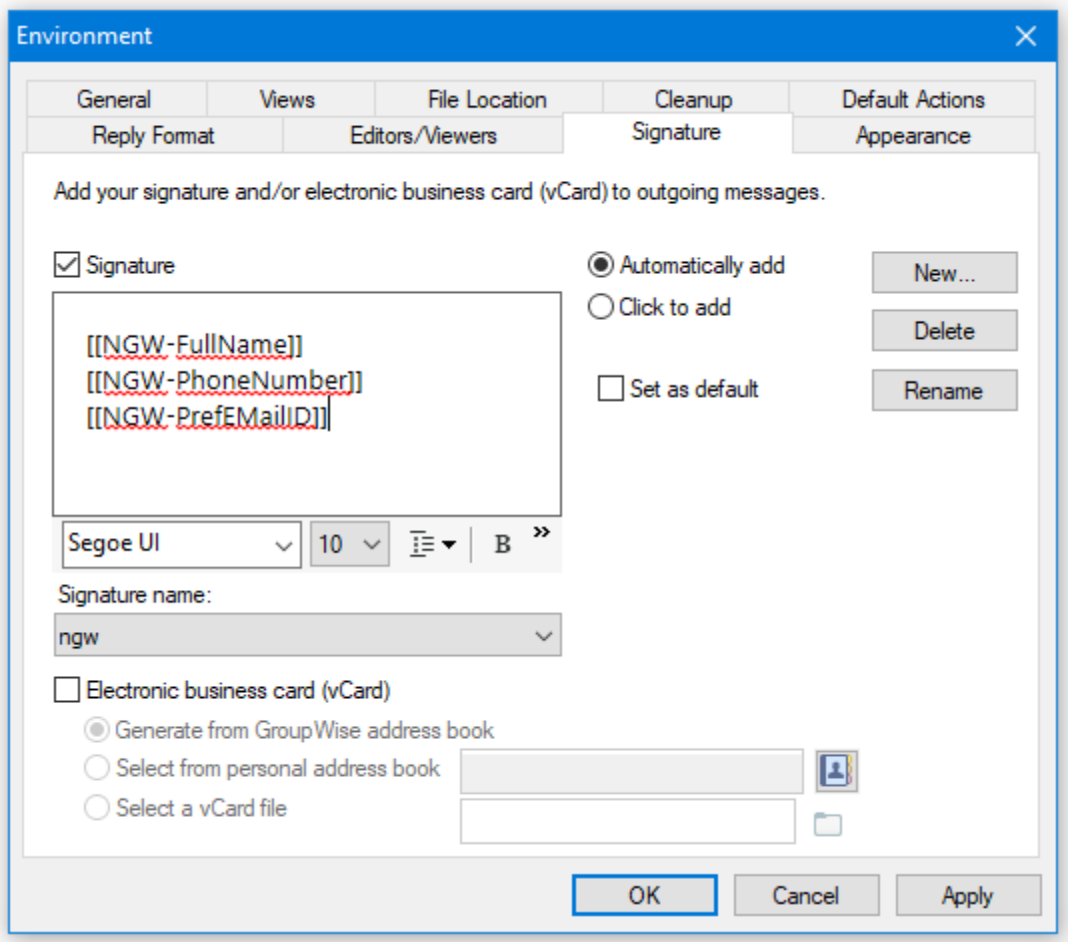
- [[NGW-StreetAddress]]
- [[NGW-PostalCode]]
- [[NGW-MobilePhone]]
- [[NGW-City]]

Configure Source Signature

Login to a GroupWise client for a user you wish to create the signatures for. An account created just for the sole purpose of signatures can be a great way to store signatures ready to copy using GroupWise Mailbox Management.

Edit the signatures within the GroupWise client: Tools | Options | Environment and click on the Signature Tab.

Add in the NGW variables to whichever values you would like in the signature. You must type them exactly or they will not work. Make sure to begin with open double braces: [[followed by NGW in capital letters. Then use a hyphen (-) and type in the value you wish to use. Finally end with double closed braces.]]. It will look something like this: [[NGW-FullName]]



NGW Variable Signature Example

A signature text that reads:

Sincerely,

- [[NGW-GivenName]] [[NGW-Surname]]

Will produce a signature that bears the name of each individual user.

For example, if the users given name is Steve and surname is Cooper the signature will look like:

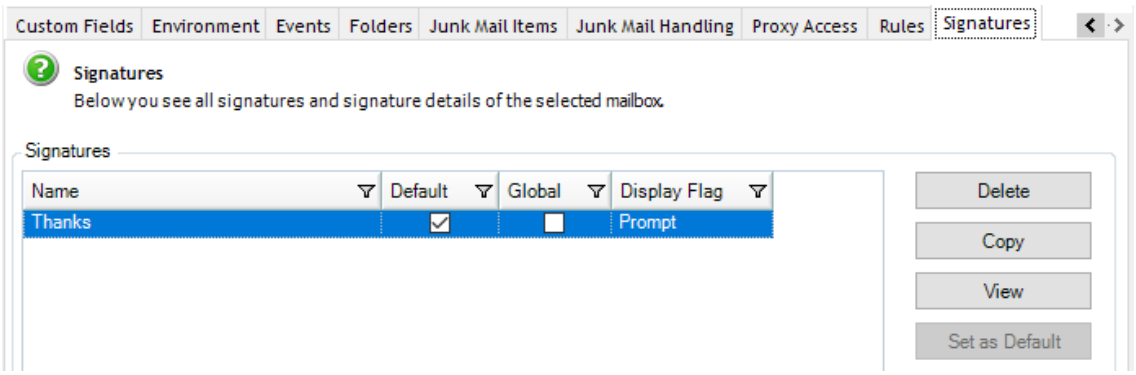
Sincerely,

- Steve Cooper

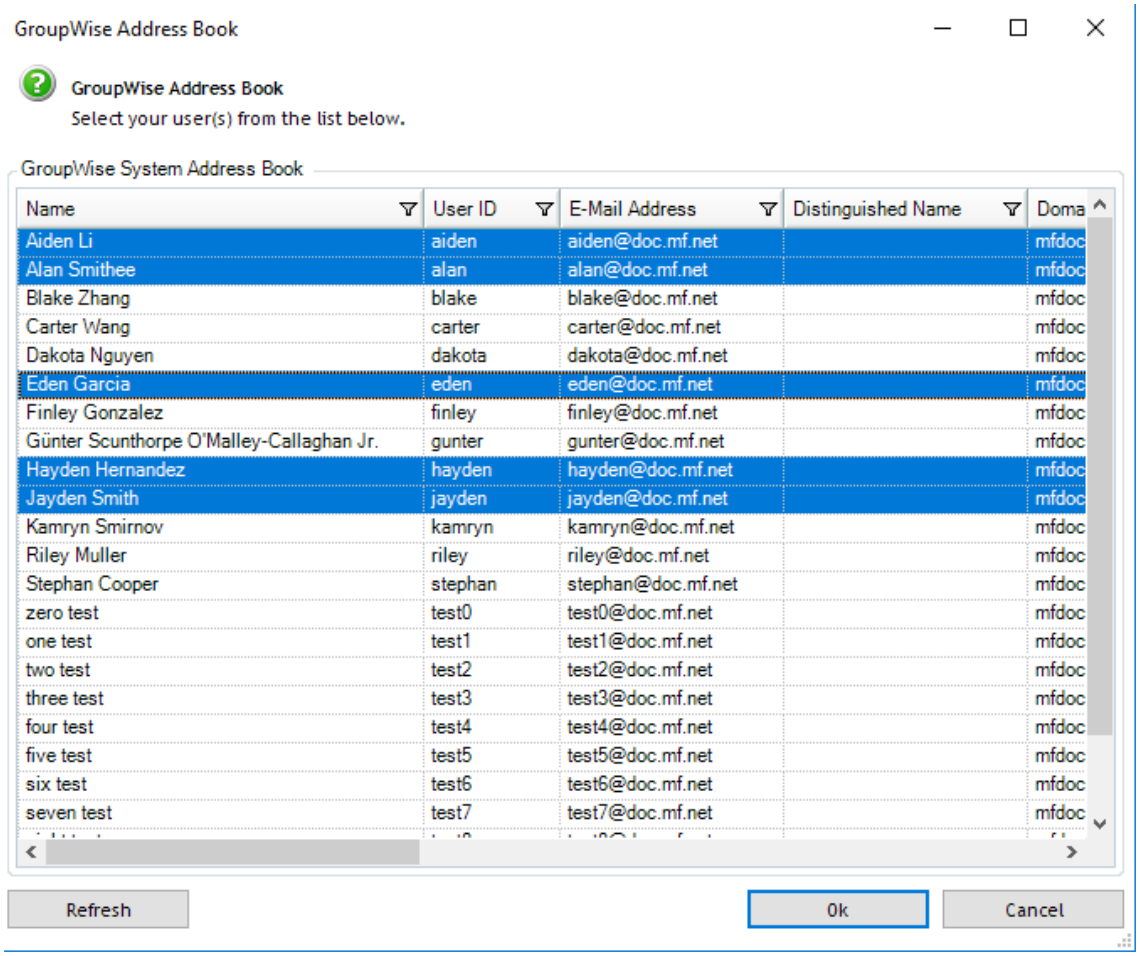
Copying Source Signature to Other Users

After you have typed in the variables to the signature and saved that within the GroupWise client open up GroupWise Mailbox Management.

1. Select the user that contains the newly created signature.
2. Click on the signature tab.
3. Select the signature.
4. Click the Copy button on the right. This will pull a list of all the users in your GroupWise system.



5. Use Shift (contiguous) or Control (discontiguous) + Click to select the users you wish to have the signature.



6. Once done click on OK.

This will assign the signature to each of the users. The variables will be replaced by the actual values you have entered.

Troubleshooting NGW Variable Signatures

NOTE: Note: If the variables don't appear to be working check the variable to make sure it is correct. Make sure that the variable you typed is exactly correct as stated above, and that the variable is also valid within GroupWise.

Within the Net Trace log for GroupWise Mailbox Management you will see that GroupWise Mailbox Management will try and take the values and replace them. If you do a search for *SearchAndReplace* you will be able to see that GroupWise Mailbox Management is taking the admin defined fields and trying to replace the values.

If the actual variable name does not show up in the log it is a good indication that the variable cannot be used by GroupWise Mailbox Management.

Below is the sample log where you can see the start of the Search and replace for the NGW variables:

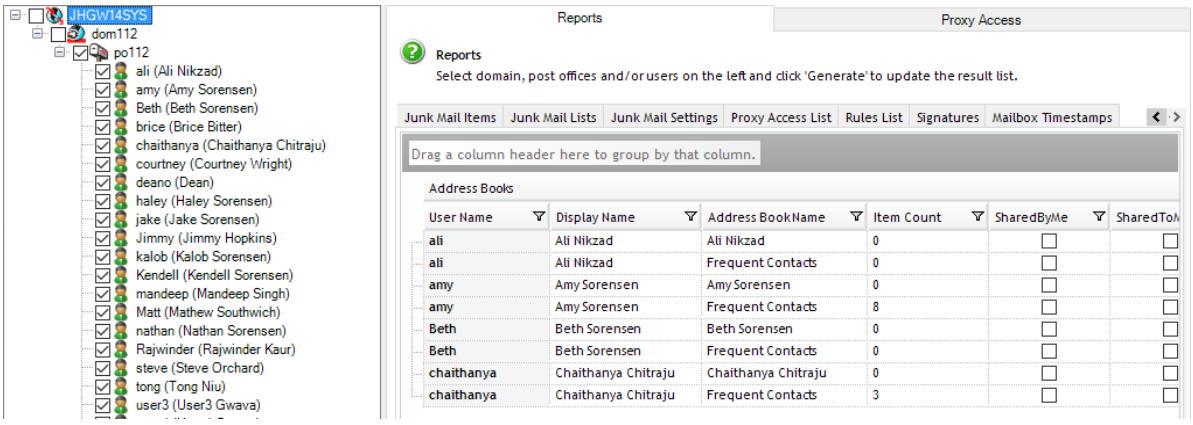
```
    29.06.2015 11:20:35: Start
searchAndReplaceGroupWiseVariablesInHTMLbodypart()

    29.06.2015 11:20:35: Going to fetch the email addresses of the user to
read the preferred email address

    29.06.2015 11:20:35: Connected domain is NOT primary, so loop through
all domains.

    29.06.2015 11:20:35: Given name: John

    29.06.2015 11:20:35: Surname: Doe

    29.06.2015 11:20:35: Phone:

    29.06.2015 11:20:35: Dept:

    29.06.2015 11:20:35: Title:

    29.06.2015 11:20:35: End
searchAndReplaceGroupWiseVariablesInHTMLbodypart()
```

Multiple User Mode

The Multi-User mode allows the selection of all or certain users to be modified at the same time. Multiple user mode has three tabs across the top of the information window; Reports, Proxy Access, and User Properties.

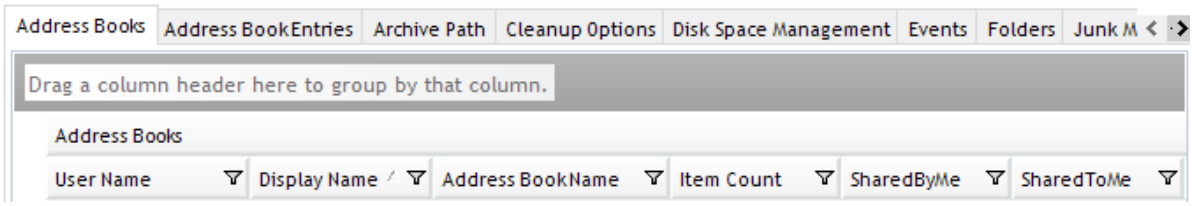
The different areas in the Multiple User mode are similar, if not identical, to the corresponding single user mode, except that they modify Multiple users. The display of all the data in a large system can quickly get overwhelming, which is where organization becomes very important.

Moving the different column headers to organize the results to a workable amount of data, and knowing where to move them to gain the best results, will depend entirely on the data desired and the system that GroupWise Mailbox Management is managing.

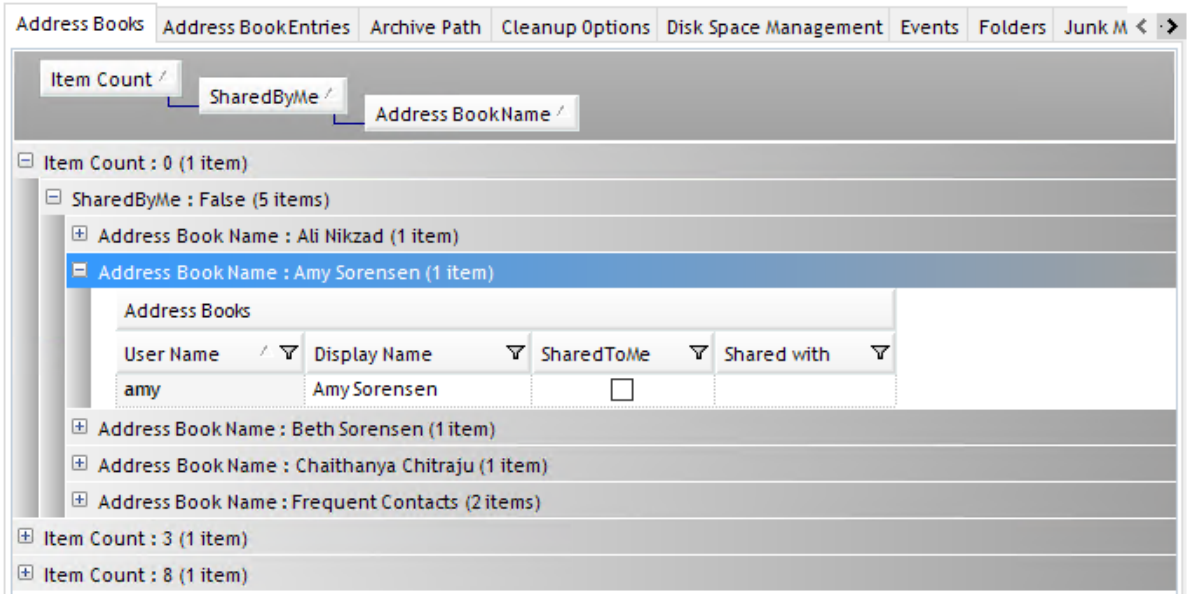


To organize the columns, simply drag the desired column header into the space provided, directly above. The red arrows appear around the area where you should drop the header.

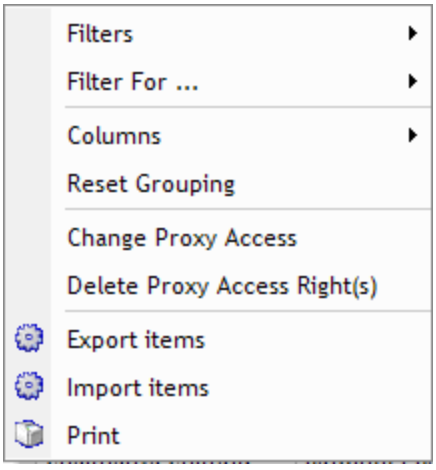
This process can be repeated as many times as desired to achieve the organization desired.



To reverse this, simply drag and drop the column header back into the info field.

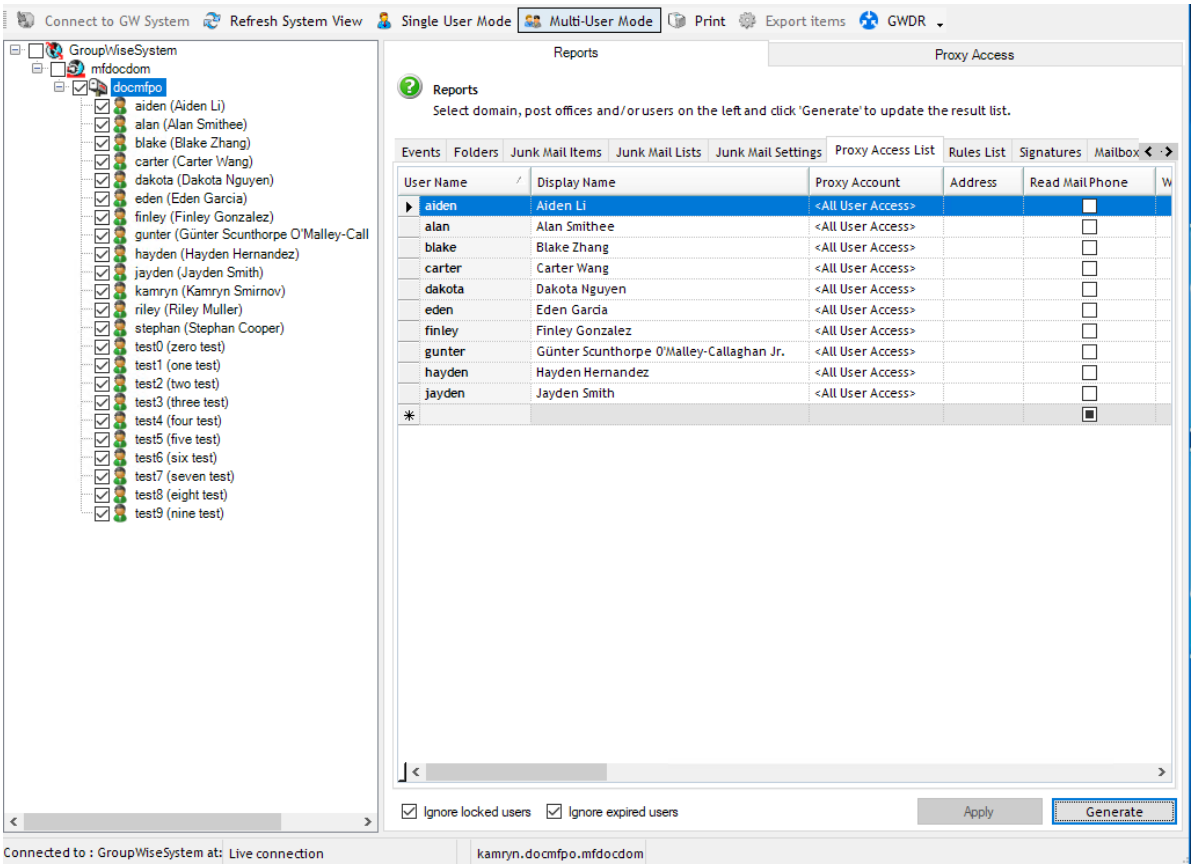


You can also Right Click and select Reset Grouping, which will reset the information view to the original settings in GroupWise Mailbox Management.



Reports

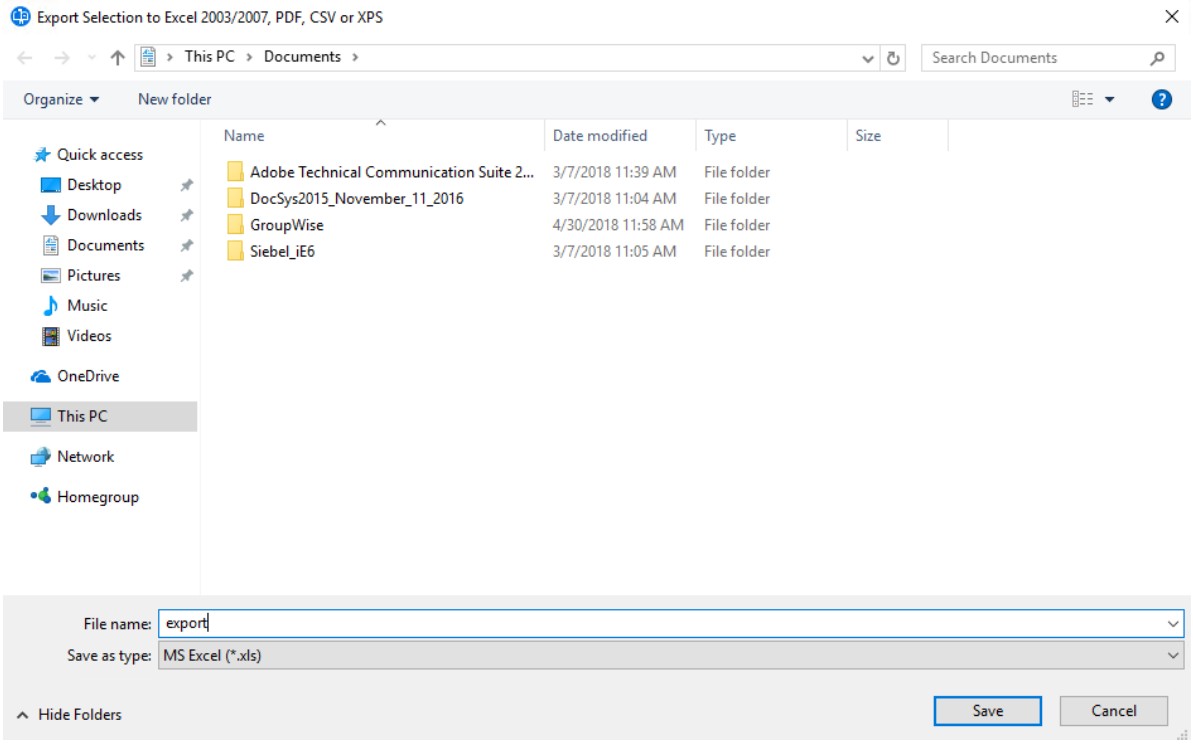
The reports screen looks very similar to the single user mode screen, except that the function tabs are now sub-tabs. All of the same information that was available in the single user mode under these tabs is available here, but it will be generated according to the users selected in the tree view on the left side of the GroupWise Mailbox Management window.



The Reports tab is the function that allows the admin to create system wide reports. Settings cannot be changed through the Reports screen; it is used for generating reports only. In the reports screen, system-wide reports can be created on every tab from the Single User Mode, and printed directly or exported to XML, XPS, and plain text formats.

This function is immensely useful for finding and eliminating problems and bad settings in a large GroupWise System, by polling the entire database and reporting all the settings for each user at a glance.

To export data from GroupWise Mailbox Management, generate a report on any given tab. Either select export from the top menu bar or from the right click menu.

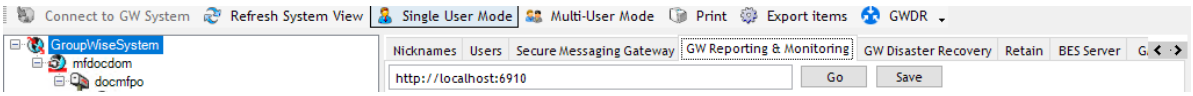


Then choose which file type you wish to export the data to, (PDF, XML, XPS, or TXT), and select the desired name and location to save the data. GroupWise Mailbox Management will attempt to open the newly created file with the appropriate program.

Proxy Access and User Properties are interfaces for manipulating system-wide proxy rights as well as general properties for users. These will be demonstrated in the application section.

Web tool Integration

Network administrators can also integrate different tools from their GroupWise system and other Micro Focus Collaboration products directly into the GroupWise Mailbox Management console. This is done from the top of the GroupWise system in GroupWise Mailbox Management.

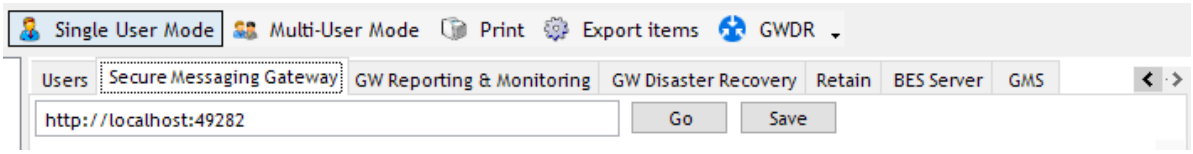


The products and tools available for integration are:

- Secure Messaging Gateway.
- GroupWise Monitoring & Reporting.
- GroupWise Disaster Recovery.
- Retain.

- BES server.
- Also available are the web consoles for the MTA and POA.

To integrate Secure Messaging Gateway, or any other Micro Focus Collaboration product, select the GroupWise system in Single User mode, and click on the appropriate tab, (in this case, GroupWise Monitoring & Reporting).



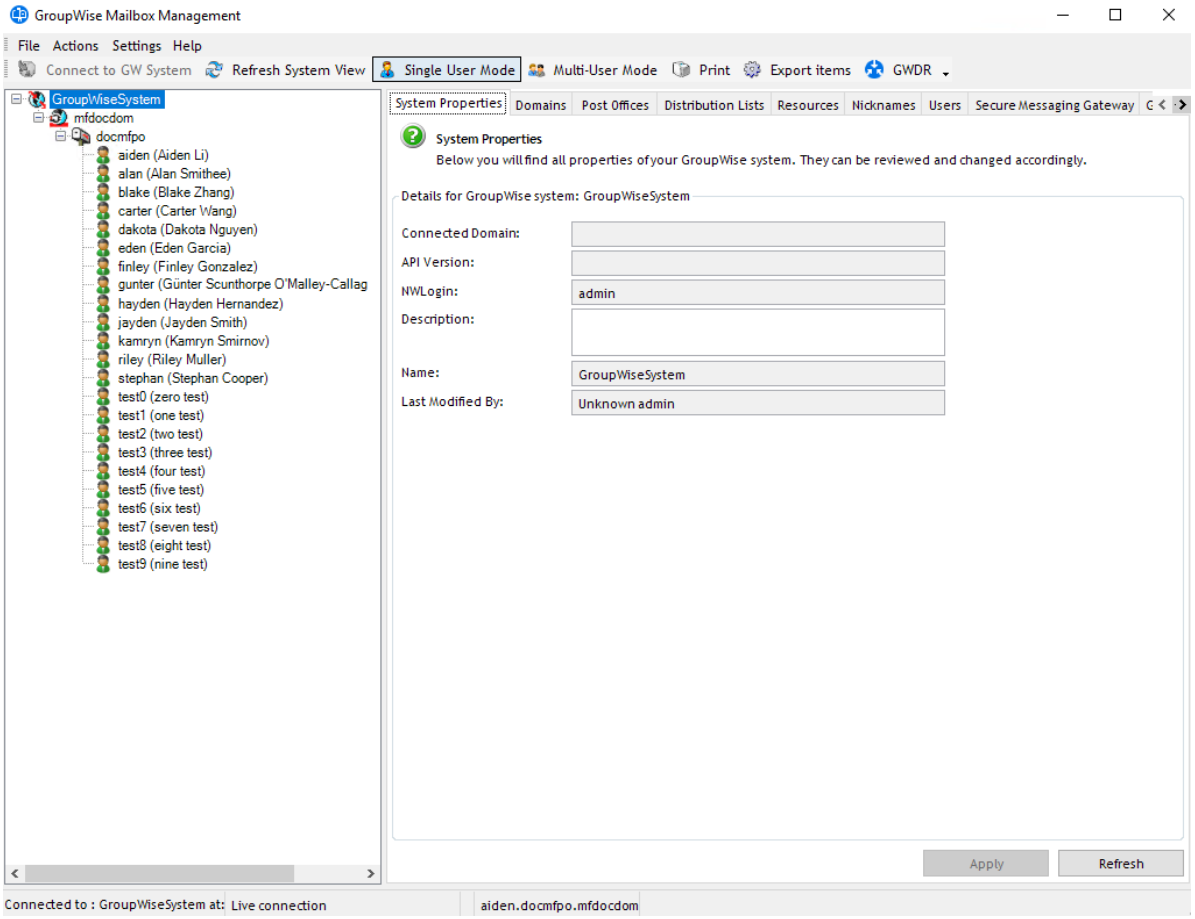
To get to the management console, the appropriate address needs to be defined. On default, the address is set to localhost, which is most likely incorrect.

Set the correct address, either a direct IP address or a DNS name, and select Go. If the correct page is displayed, select Save to remember the setting the next time this tab is selected. Repeat with the rest of the desired integrated products.

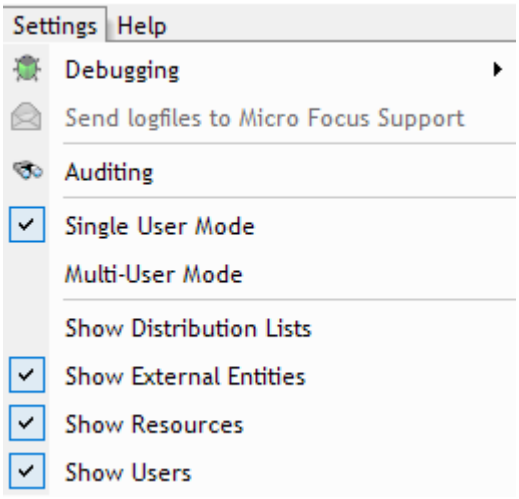
Example Application

The hypothetical company below has several issues with the mail that need to be corrected:

- First, the new users that have been added need to have their rules and proxy rights added to their accounts.
- Next, we need to perform the routine check to make sure that the users have not created rules that go against company policy, or that they are receiving the mail that they requested.
- Finally, we are also going to set limits to the mailbox sizes and generate reports as to which accounts have come close to the size limit in the mail system.

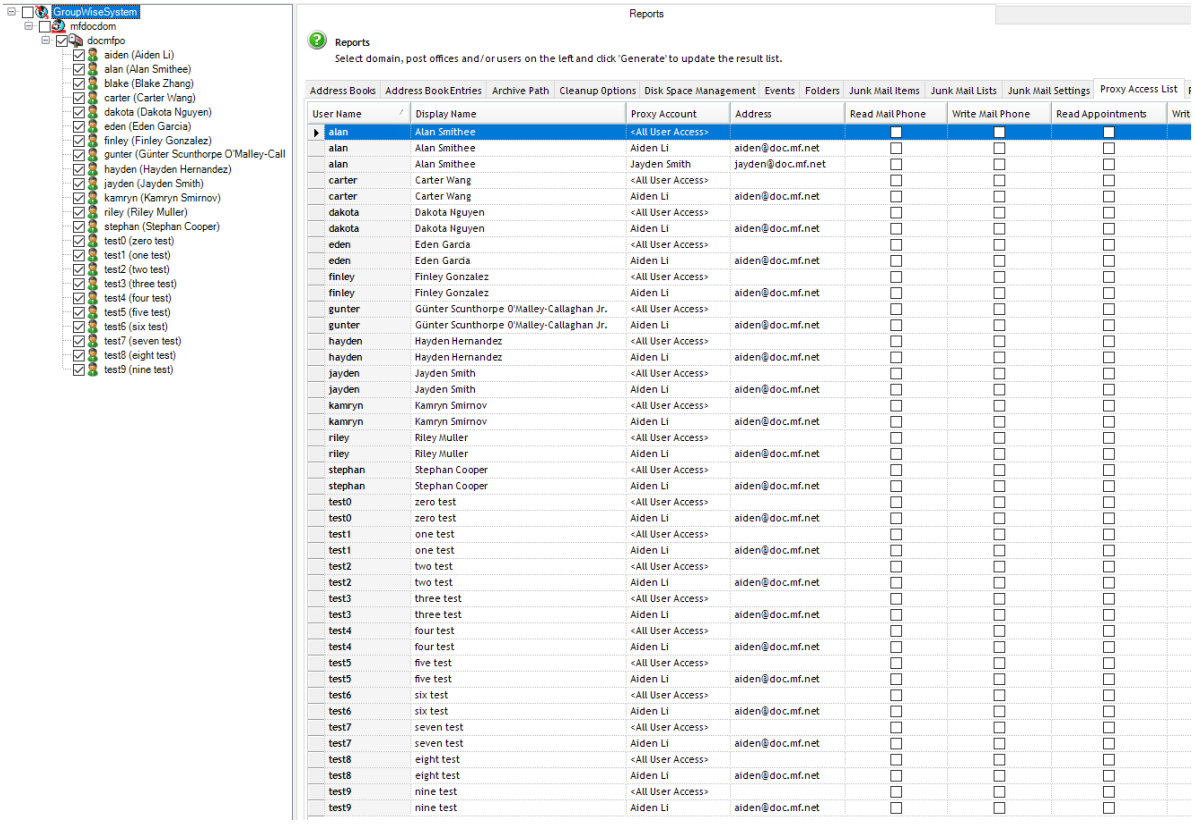


To show distribution lists, resources, or other entities, select them from the Settings menu. Here you can edit your GroupWise system tree view options.



Checking and Granting Proxy Rights

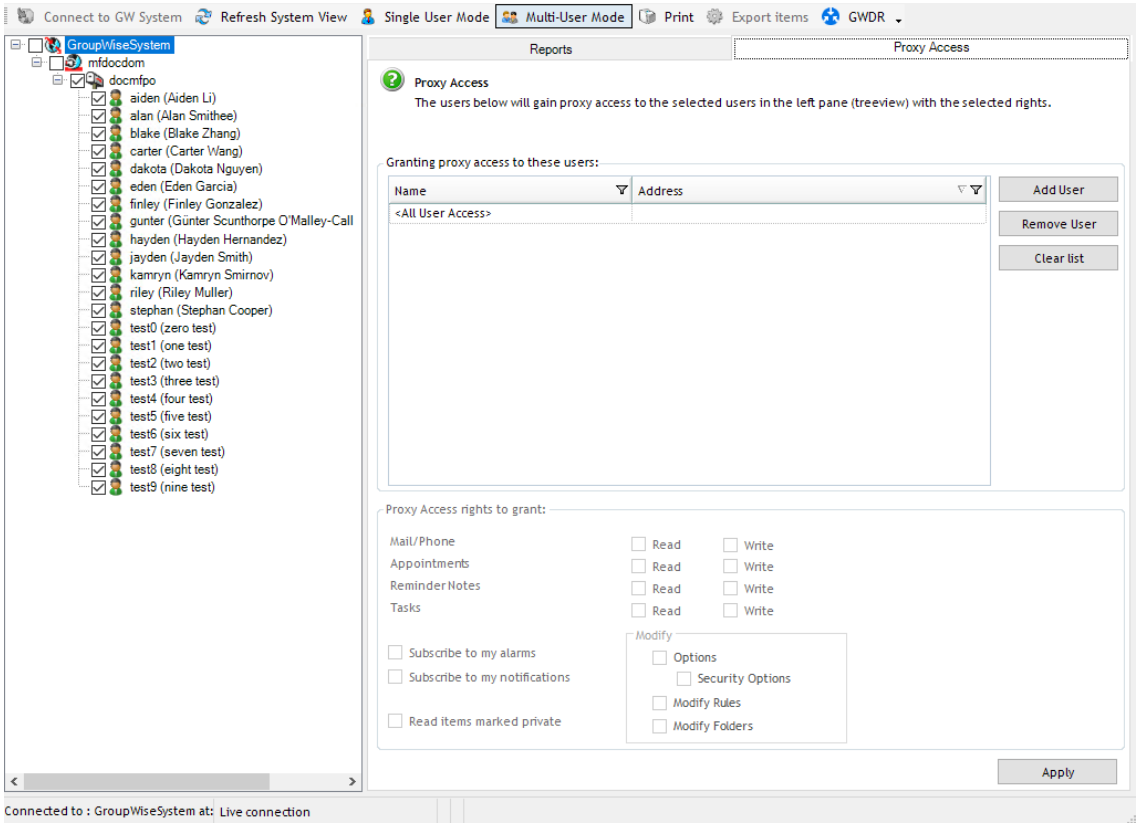
After selecting Multi-User Mode, mark the post office to select all the users in the system, click on Reports and Proxy Access List and finally click the Generate button to create the report on who has access rights to who's account.



This report shows us first the user name, their GroupWise ID, who has proxy rights to their account (and their address), and finally what proxy rights they have been granted.

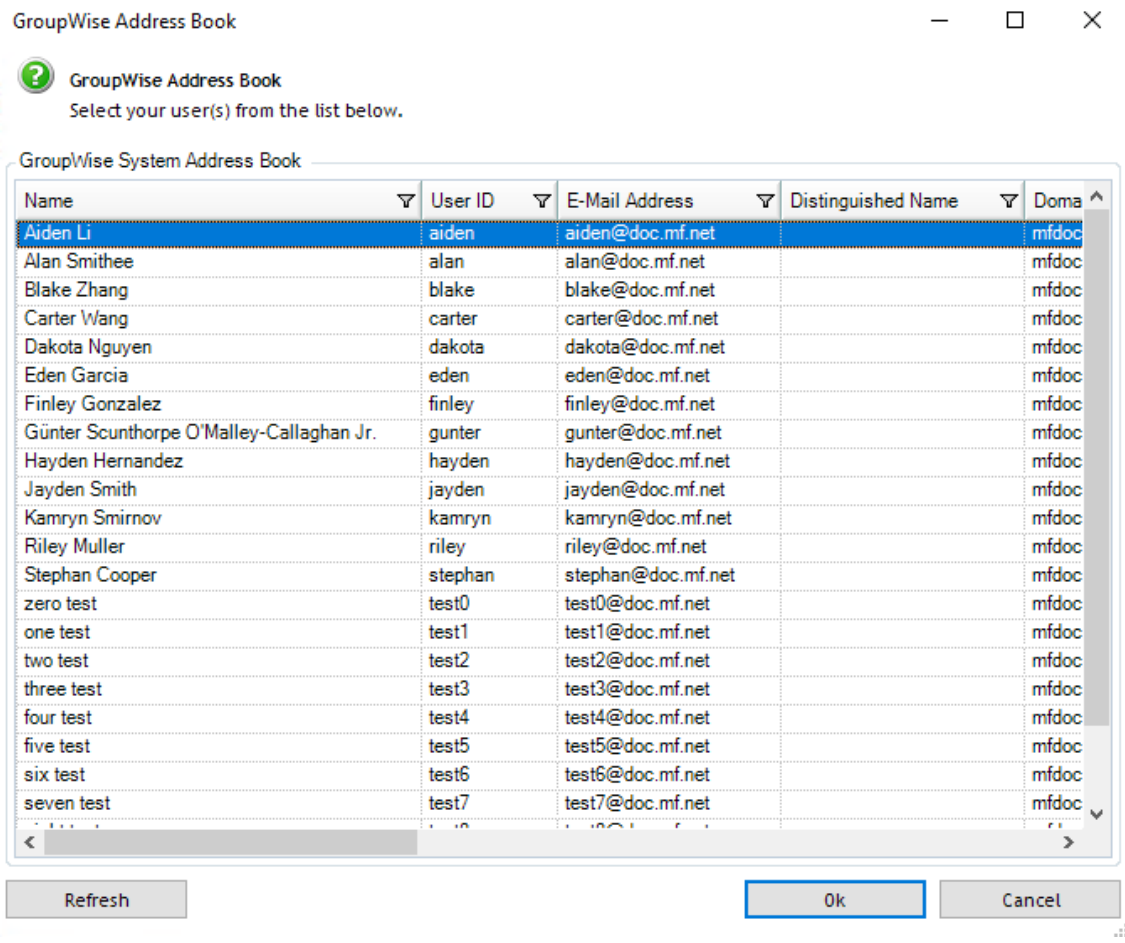
The immediately alarming thing is that Jayden Smith has access to Alan Smithee's account. The next thing we notice is that Aiden the Administrator does not have proxy access to Blakes Zhang's account, as is company policy. We can fix both these problems.

1. First, while still in Multi-User Mode, click on Proxy Access. This screen allows us to add proxy rights for the Administrator for all the accounts at the same time. When the screen comes up, it shows a blank Access list.



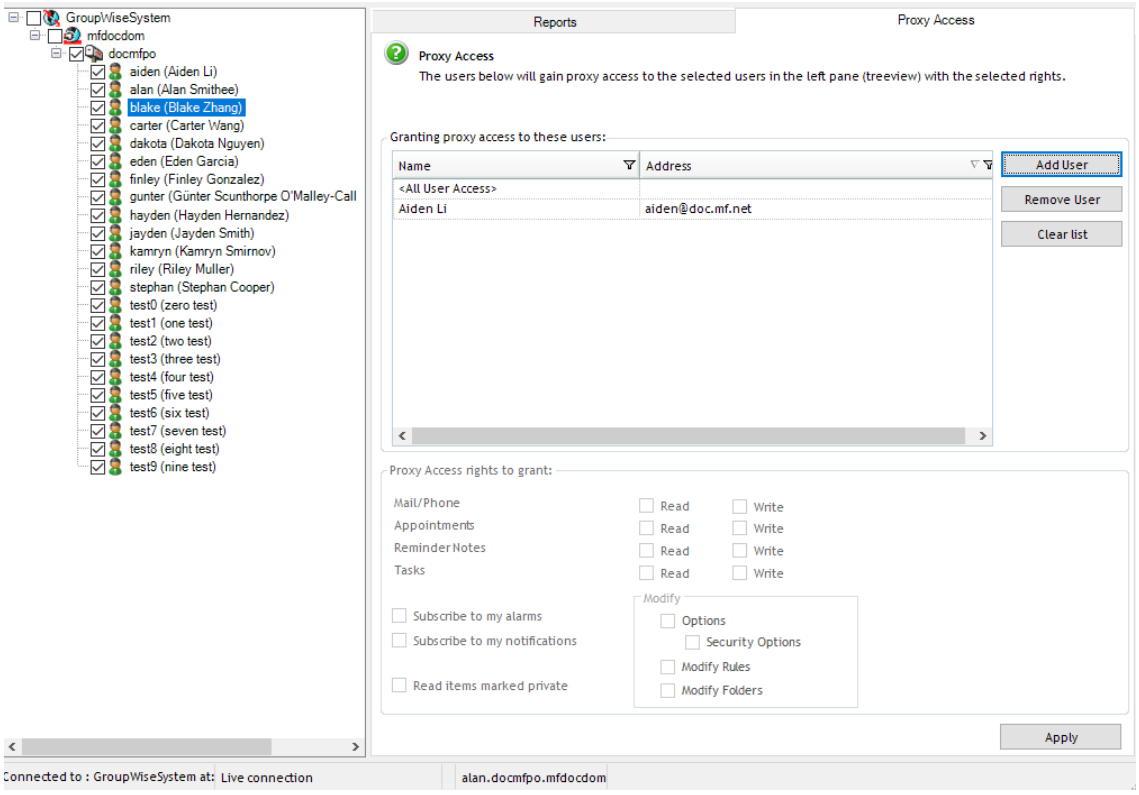
2. Select the Add User button and then select the Administrator from the user list that is generated.

3. Click OK.



4. Now select the administrator user in the access list and select the desired boxes to grant Proxy Access Rights to the Admin user.

5. Click Apply to make the changes permanent before moving on.The administrator now has full proxy rights to every user in the system.

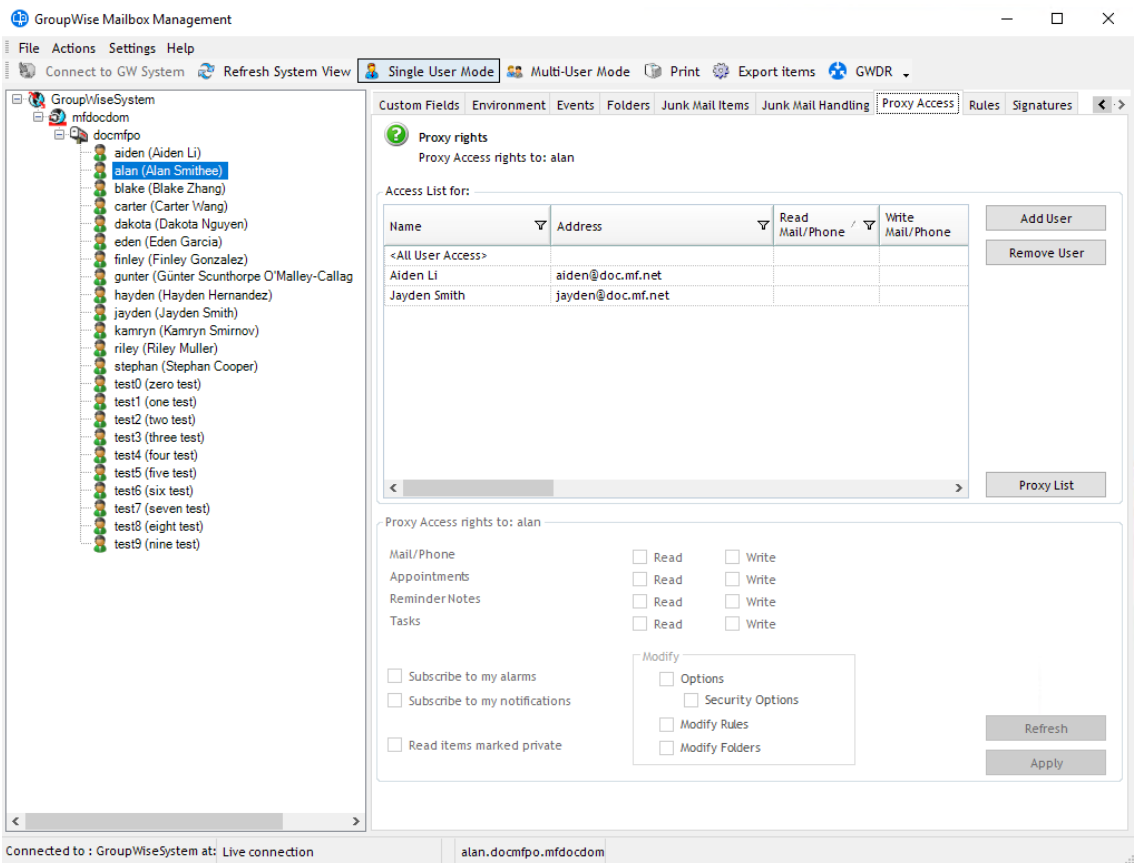


6. Re-select the Apply button in order to finish affecting the change in your system.

To remove Frank's access rights to Craig's account:

1. Enter Single User Mode and select Alan Smithee from the GroupWise system tree.
2. Select the Proxy Access tab to bring up the proxy rights configuration.

3. Select the offending user, Jayden Smith in this case.



4. Select Remove User.
5. Click Ok to confirm proxy rights removal.
6. Click Refresh to verify that the proxy rights have been removed.

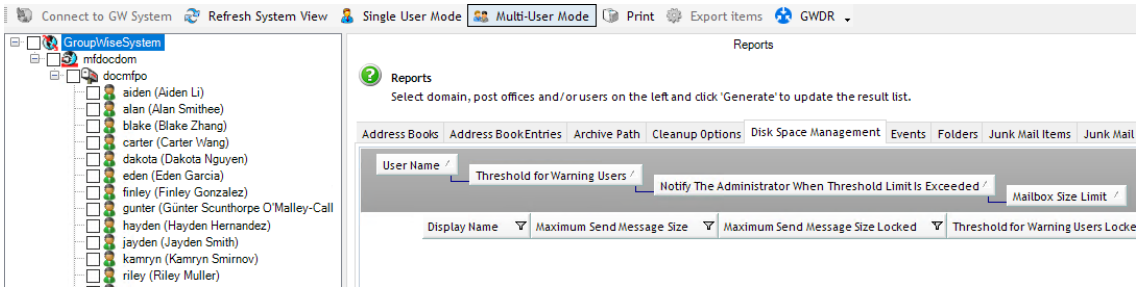
If you attempt to add duplicate users to the proxy access list, you will be notified and the double entry will not be added to the system.

Generating Reports

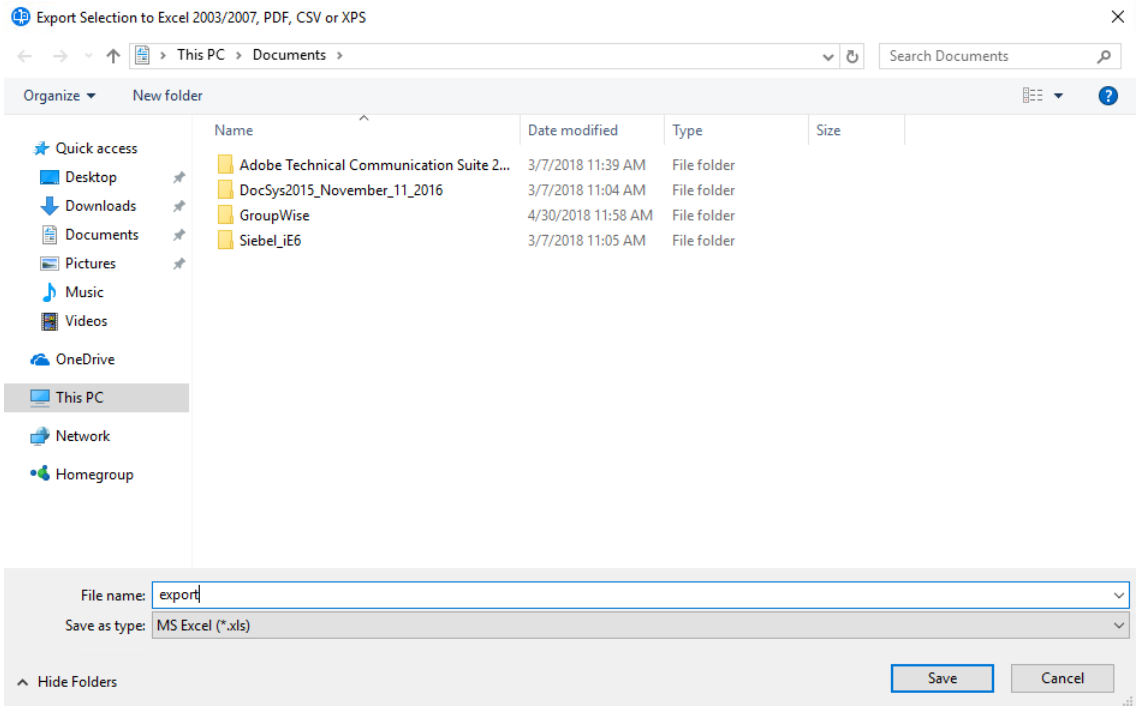
Legal departments often require regular reports on the access abilities of the different users in the company. You can export the Proxy Access List.

Or for example, you need a report on Mailbox size limits for each user.

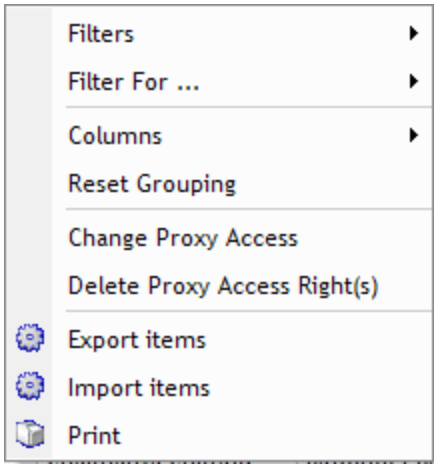
1. To export or print a report that you have generated in GroupWise Mailbox Management, format the different columns by dragging the desired organizational criteria to the column header.



2. Right-click in the middle of the organized information and select Export Items or select Export from the program menu at the top of the window.
3. Select the save location and desired format to continue exporting the information for further formatting or for archive purposes.



4. You can also select Print from the Right Click menu or the top menu bar and select the desired printer and formatting.

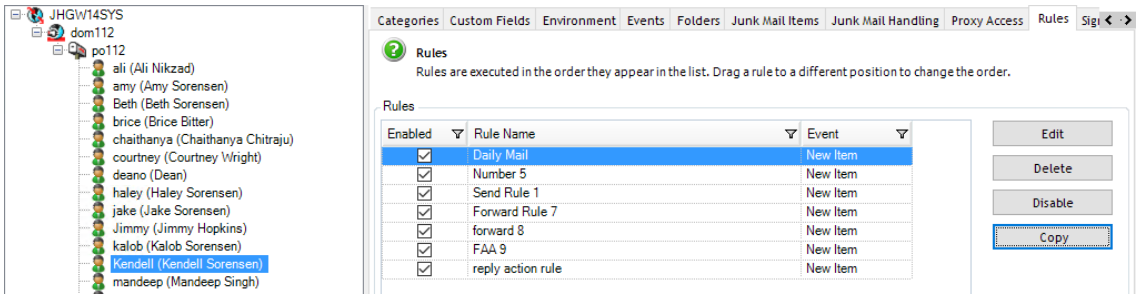


Rule Propagation

Now we move to our second task, making sure that the rules in the system are appropriate for the system and propagating the rule-set for the different departments to the new users.

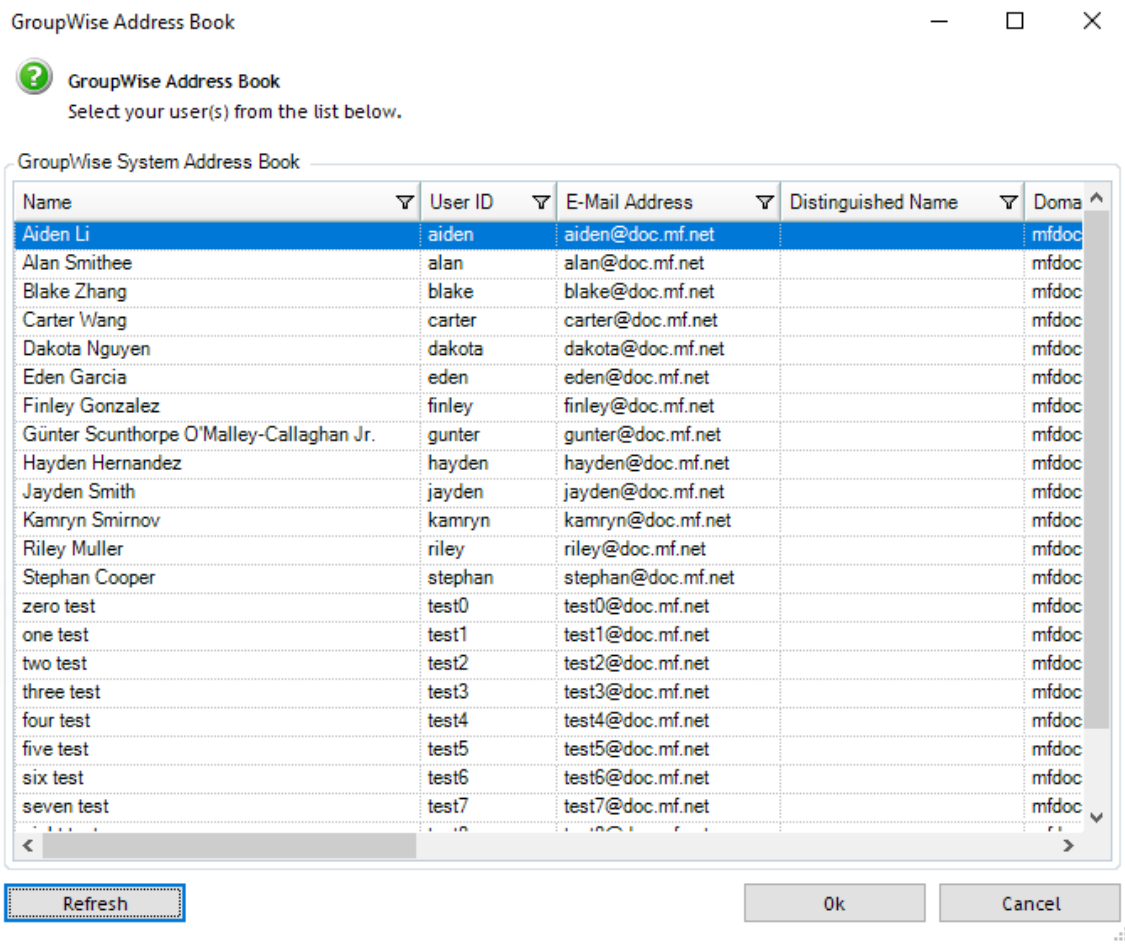
The user in which holds the rules for three of the organizations (Marketing, Complaints, Public Relations) is the general user the admin has created to hold rules. (This can be any user; admin, or a dummy user.

1. Rules must be created from the GroupWise client before GroupWise Mailbox Management can copy them to other users in the system.)



2. In Singe User Mode select the user which holds your rule set and then select the Rules tab. (You may need to scroll the function tabs using the scroll arrows at the top right.)

3. Here we have selected the desired rules to be copied. Select Copy. (Tip: In the tree view, open the distribution list containing the users who need these rules to keep track of who to copy the rules to.)

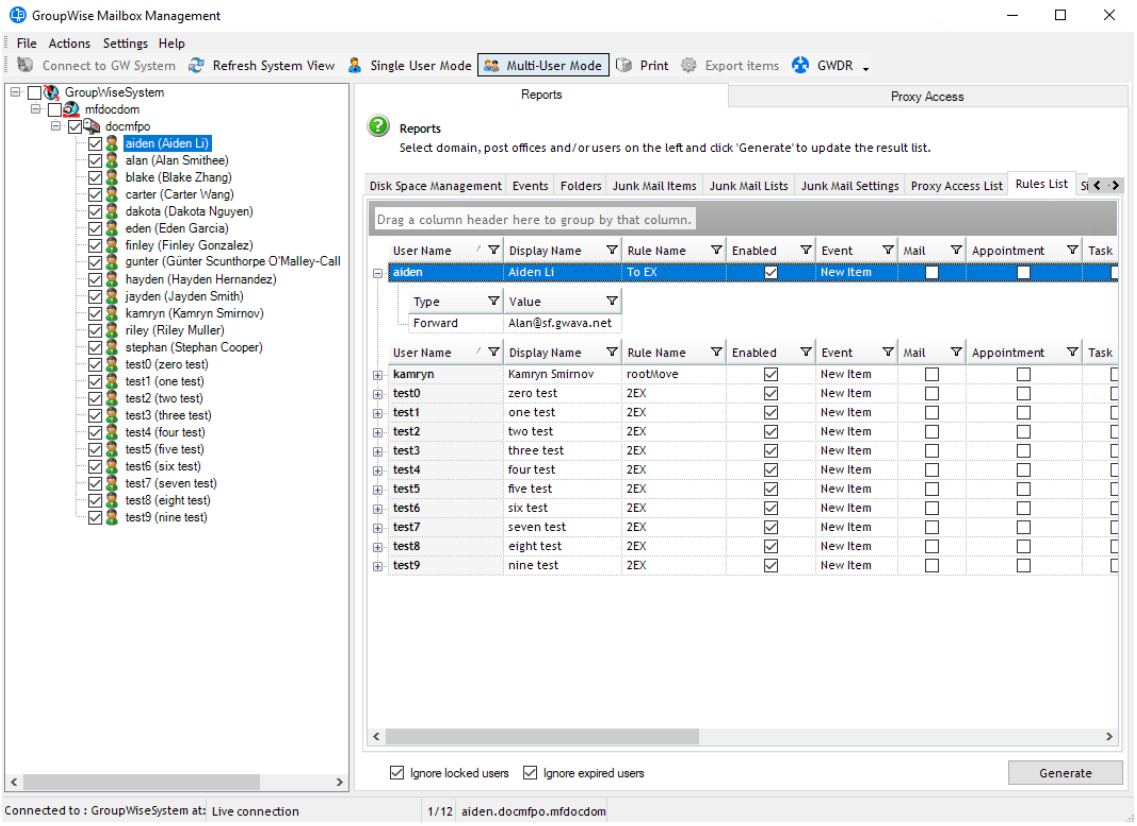


4. Now we can select the appropriate users to copy the marketing rules to.
5. Select Ok.
6. Your rule has been copied to the other users. Select the other users and Rules tab to verify that the rules have been copied over correctly.

We also want to check the rules that are active in the system.

1. Select Multi-User Mode, Reports, and the Rules tab.

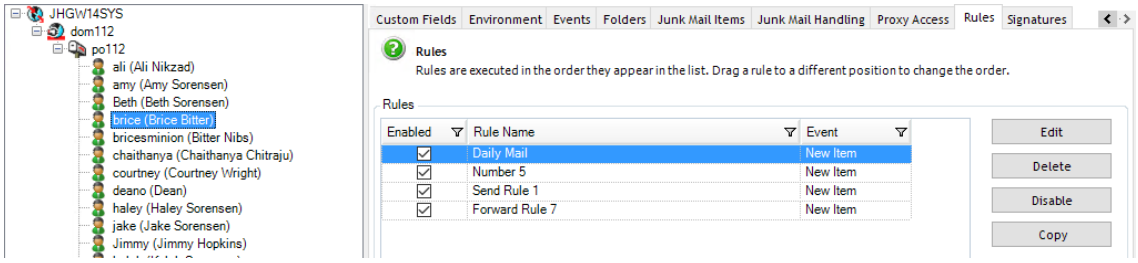
2. Make sure you have all the desired users selected. (Selecting the post office will automatically select everything in that post office.)



3. Click Generate.

If any user has rules which need to be removed or disabled, we can edit those properties from the Single User Mode.

1. Select the user in question, and the Rules tab.
2. We can see that the rule is enabled. Select the rule and then the Delete or Disable button.

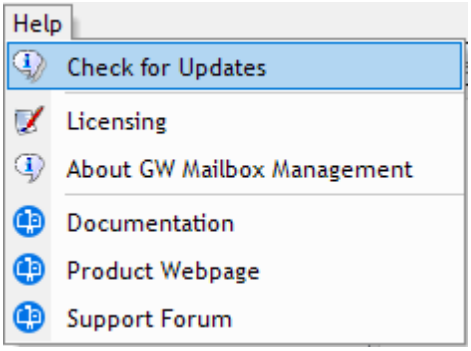


3. Highlight all the entries that we want to remove and click delete.
4. You can also move, edit, and create domains and entries from this configuration page by selecting those options.

We are finished with the configuration changes we needed to complete.

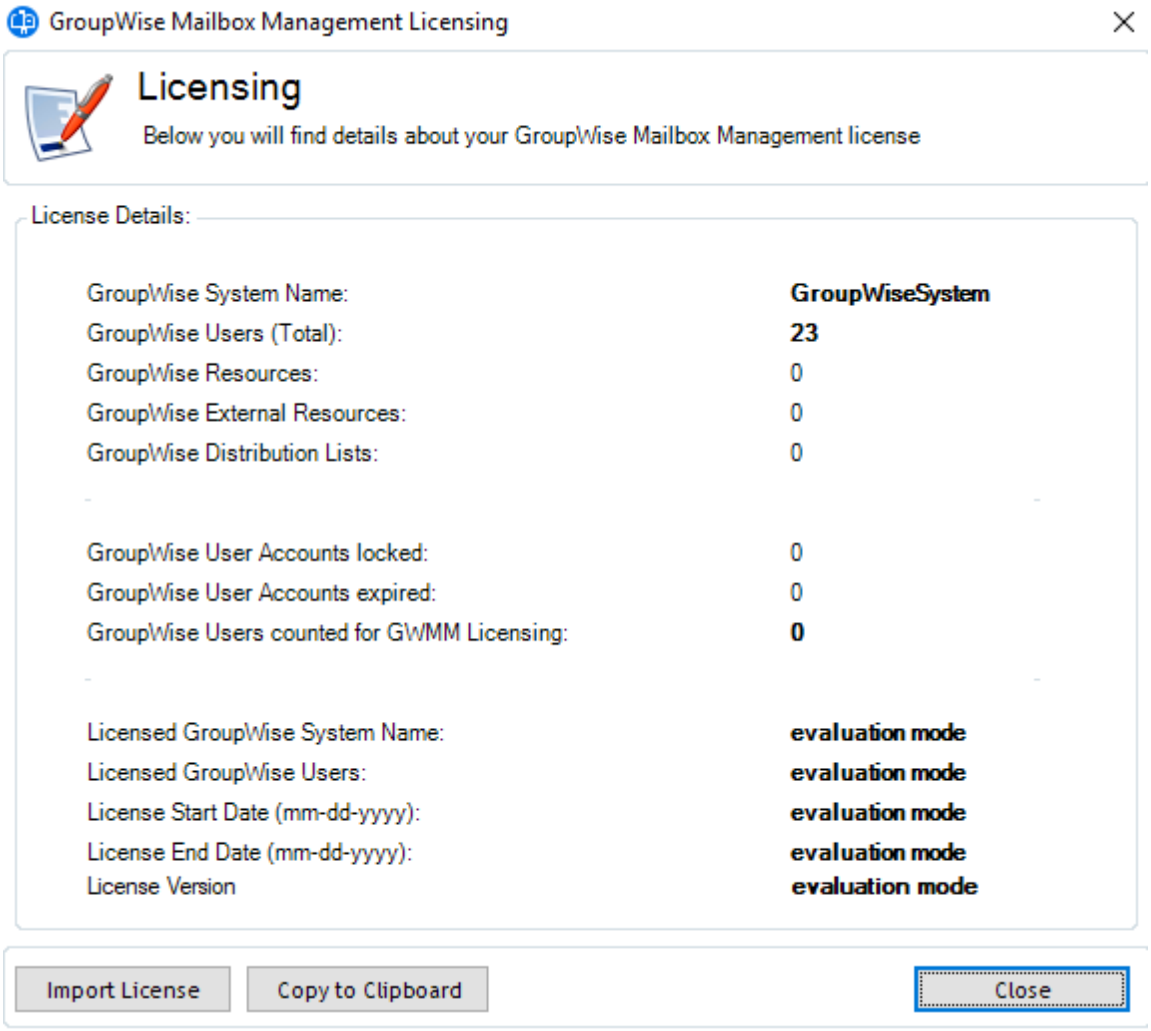
8 License

To install a license file for GroupWise Mailbox Management, first claim the license file from the website, licenses.gwava.com. Start GroupWise Mailbox Management and select Licensing from the Help menu. This will check for a license, and report on the current user status of a system.



Click Import License and browse to the license location and select Open. This will install the GroupWise Mailbox Management license for unlimited use.

When initially installing GWMM, there is a 30 day Evaluation license to try the software. Multi-User functionality will be reduced.



Finding the GroupWise System Name

The GW system name is case sensitive. Once you have your the name, you can enter this in the 'GW System Name:' field when registering for your license PEM file.

To find the system name of your GroupWise system, try one of these:

- Open GW Mailbox Management without a license installed (Demo mode), connect to your GW system, then go to help, and then about. It will give you this information on the right hand side.
- Browse to GroupWise Administration. Go to System | Information, the system name with be in the dialog title bar after **Information - *<System Name>***.

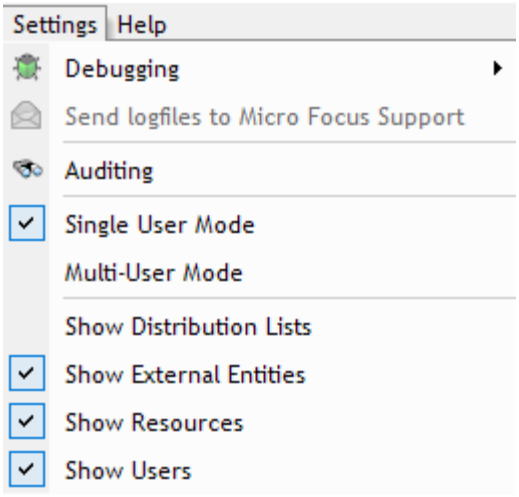
9 Logs

The logs for GroupWise Mailbox Management are stored locally.

For Windows 7, 8, & 10, Windows Server 2012, 2012R2, & 2016 the log files are located in:

- C:\Users\admin\AppData\Local\Micro Focus\GroupWise Mailbox Management

The Log files provide valuable support information regarding all operations and debugging. The support staff may request these logs for support purposes. The log settings are located under Debugging, in the Settings menu.



GroupWise Mailbox Management enables logging by default on installation.

Sending log files

It may be necessary to send your logs to support for debugging info and for system information.

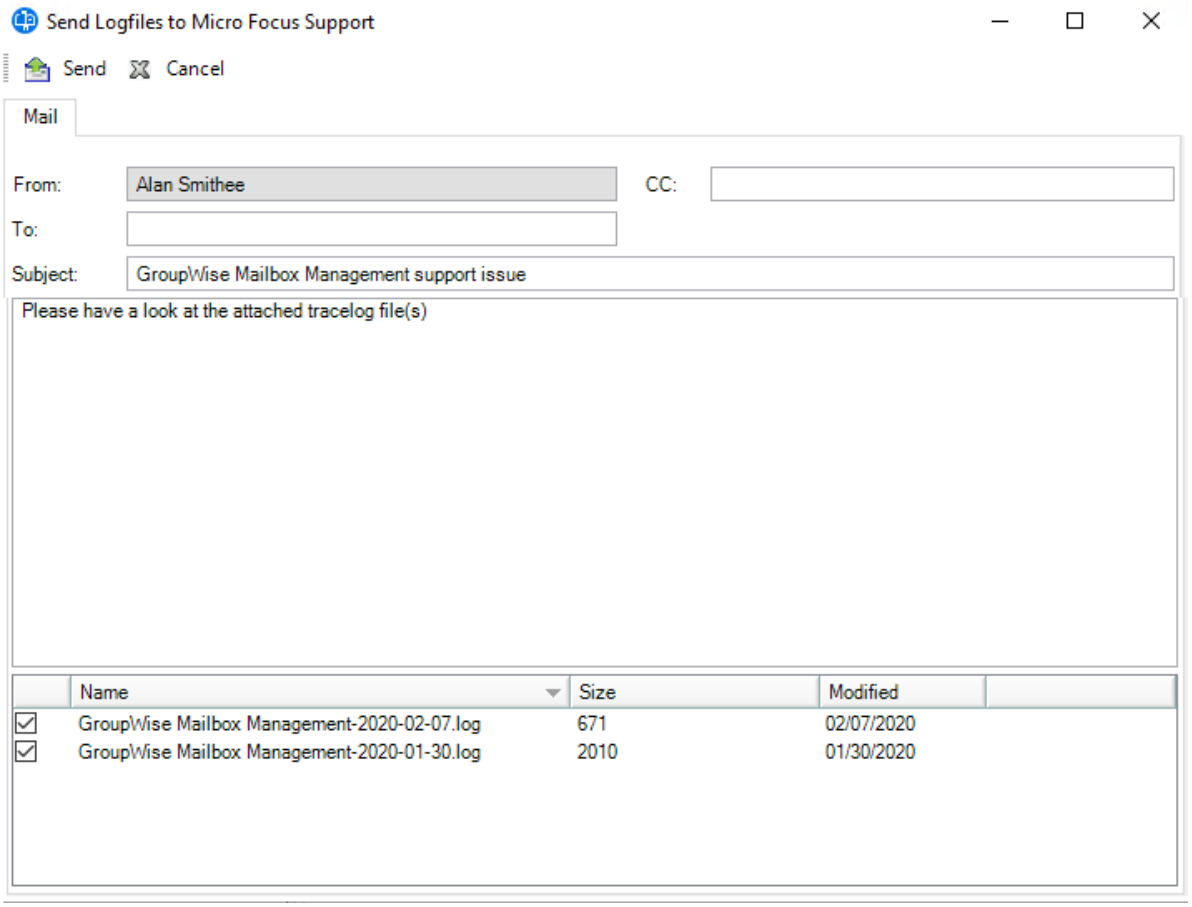
To send your logs to GroupWise Mailbox Management Support, you must first have .NET tracing enabled in the logging settings.

Under the Settings menu, select the debugging option and enable .NET Tracing in the joining menu.

GroupWise Mailbox Management requires a restart to start the .NET trace log. It can do this automatically when .NET tracing is enabled, if you desire.

To Send your log files, open the Settings menu and select **Send log files via email**. You can select this option even if you have not yet connected to the GroupWise system. GroupWise Mailbox Management opens a mail composition window to send the log files.

NOTE: You must select the log files in the attachment field in order to send them.

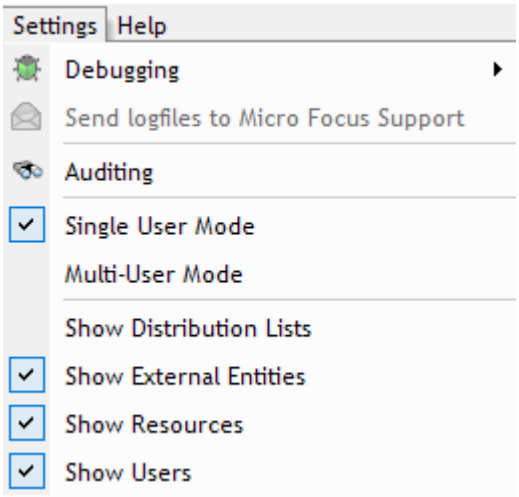


Fill out the requisite information, such as contact information, a description of your problem, and, ensuring that your have checked logs to send, click Send.

10 Auditing Support and Options

GroupWise Mailbox Management supports two types of Auditing support, through GroupWise Monitoring & Reporting or simple text file auditing. To Enable auditing, open the Settings menu and select Auditing.

The simple text file auditing support places a text file where you configured the system to save the file, the Auditing directory.

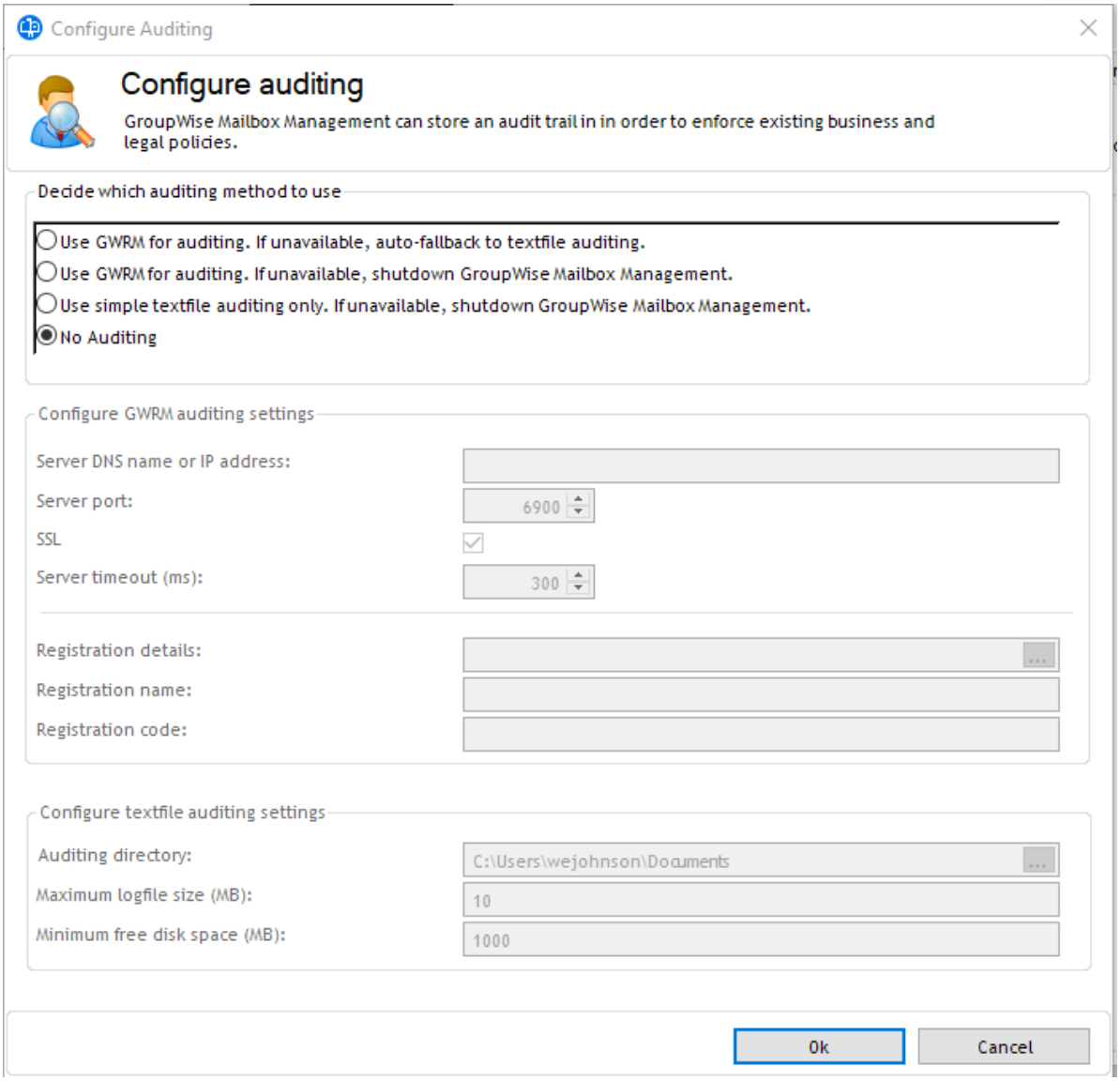


This file will contain information on all activities in GroupWise Mailbox Management; configuration, viewing, editing, and which user(s) were effected.

The audit log file will look similar to the one below:

	A	B	C	D	E	F	G
1	Date	Time	AuditorFullName	Action	TargetFullName	AccountID	IPAddress
2	'2020-02-11'	'10:35:03'		'List User Properties'	'Ghaul Dominus'		
3	'2020-02-11'	'10:35:13'		'List User General Env Settings'	'Ghaul Dominus'		
4	'2020-02-11'	'10:45:43'		'List system properties: STARFLEET'	'Ghaul Dominus'		
5	'2020-02-11'	'10:55:10'		'List User General Env Settings'	'Torres B"Elanna'		
6	'2020-02-11'	'10:55:21'		'Listed post office properties: DS9VOY'	'Torres B"Elanna'		
7	'2020-02-11'	'10:55:24'		'Listed post office properties: DS9VOY'	'Torres B"Elanna'		
8	'2020-02-11'	'10:55:52'		'List Domain properties: TNG'	'Torres B"Elanna'		
9	'2020-02-11'	'10:55:56'		'List Domain properties: TNG'	'Torres B"Elanna'		
10	'2020-02-11'	'10:56:09'		'Listed post office properties: DS9VOY'	'Torres B"Elanna'		

For GroupWise Monitoring & Reporting Auditing, a connection and license information for the GroupWise Monitoring & Reporting server is required. No agent is required for this setup. Select the GroupWise Monitoring & Reporting auditing choice that works best for your system, and fill in the appropriate information. The default for the port is 6900, and timeout 300ms.



The registration details is asking for the GroupWise Monitoring & Reporting license file (which allows you to browse), the name and code are settings found in the GroupWise Monitoring & Reporting Control Center, under configuration.

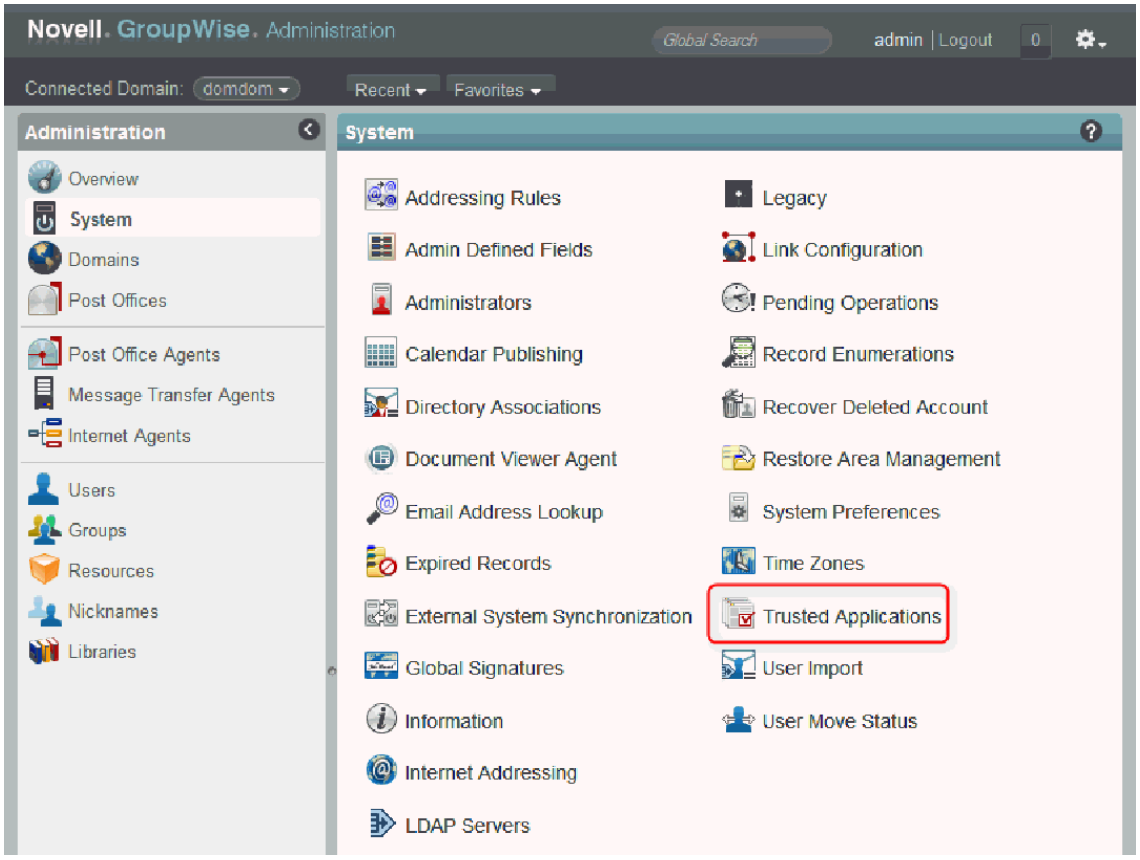
When you have finished configuration for your choice, click OK to complete. GroupWise Mailbox Management does not require a restart for Auditing to become active.

11 Trusted Application Key

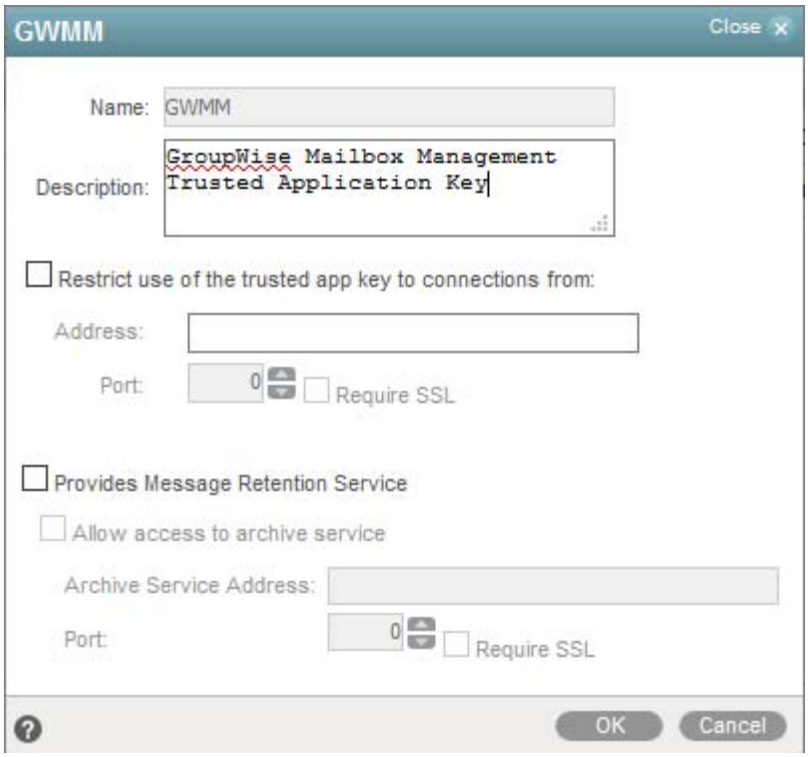
The creation process for a trusted application key differs between versions of GroupWise (https://www.microfocus.com/documentation/groupwise/).

GroupWise 2014/18

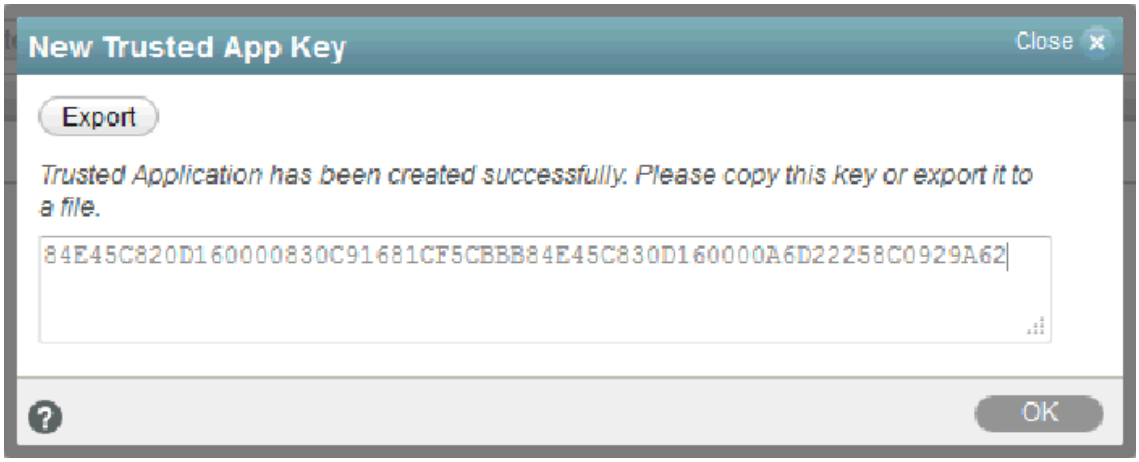
1. Open the GroupWise Administration Console in the web browser.
2. Go to 'System - Trusted Applications



3. Click 'New' in the 'Trusted Applications' window.

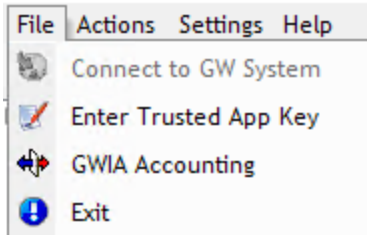


4. A popup for a 'New Trusted App Key' will appear. Type 'GroupWise Mailbox Management' in the 'Name' field.
5. Click ‘OK’
6. You can either copy the key or click ‘Export’ to save it as a TXT file to make sure you do not lose the key.

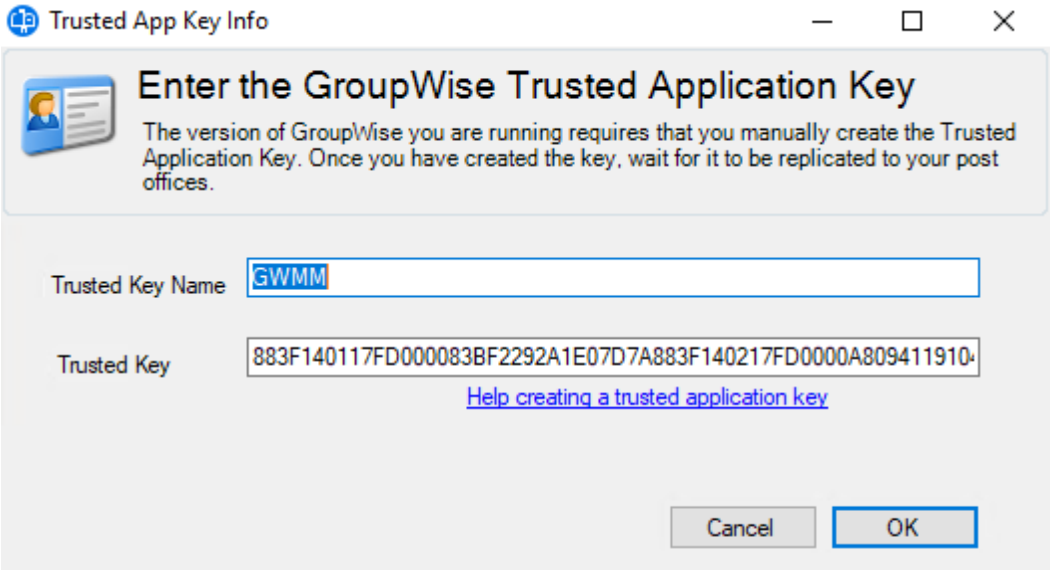


GroupWise Mailbox Management

1. When the Trusted Application Key is created start GroupWise Mailbox Management and connect to your GroupWise server.



2. Once you are connected go to 'File - Enter Trusted App Key'.
3. Type in 'GroupWise Mailbox Management' as 'Trusted Key Name' and paste the Trusted Application Key that was created and copied before in the 'Trusted Key' field.



4. Click 'OK'

A new window will appear to confirm that the Trusted Application Key was created successfully. Note that it might take a few minutes until all features can be used.